



## **Job Description – Permanent / Temporary IT Technicians Ref P18/19**

The Institute wishes to fill a number of immediate permanent vacancies in IT Technician roles and to establish a panel from which any additional permanent or temporary vacancies arising may be filled. The successful candidate(s) will report to the Senior Technical Officer and / or the IT Manager.

### **Technological University for Dublin**

Following the passing of the Technological Universities Act 2018 in March 2018 the three institutions in the Dublin region – Dublin Institute of Technology (DIT), Institute of Technology, Blanchardstown (ITB) and Institute of Technology, Tallaght (ITT) have sought designation to become a Technological University for Dublin. For further information please see [www.tu4dublin](http://www.tu4dublin)

### **Main Duties:**

The range of duties assigned to a Technician may vary from discipline/area to discipline/area within an Institute and between Institutes. The nature of the post requires the appointee to work closely with lecturing and other staff.

Following appointment the appointee will be assigned to particular location and Institutes may operate a number of different locations in addition to the main campus. The appointee may be reallocated to another post dependent on the Institute requirements and appointees should note that the nature of the post may change over time. On assignment to the particular post, the Institute will provide a detailed list of duties and responsibilities applicable to the post.

The following indicate some of the principal duties and responsibilities that may be assigned:

- To be on duty for not less than 39 hours per week. Hours of work may be allocated between the hours of 8.00 am and 10.00 pm Monday to Friday inclusive, with Saturday and Sunday working as directed. No member of staff will be required to work on more than one night per week as part of the 39 hour week. Where a member of staff agrees to work an additional night,

overtime at appropriate rates will be paid. Overtime will be payable in respect of Saturday work at time and a half up to 1 pm and at double time thereafter and at double time on Sunday.

- To be present, as required, at each laboratory or workshop class, including night classes, if necessary, for the entire duration of the class, to provide technical assistance as required, to provide demonstrations etc
- Organising, preparing and setting up for practical classes, demonstrations, assessments, practical examinations, project and research work in laboratory and other areas.
- To undertake commissioning of new equipment.
- Installing and testing of software, making software available to appropriate users, ensuring anti-virus software is installed and kept up to date, network management where appropriate.
- To carry out routine maintenance of equipment.
- Provide technical assistance to lecturers and students to ensure the safe and smooth running of events.
- To ensure that laboratories, materials and equipment are kept clean, tidy and in good order.
- To provide support for delivery and receipt of goods.
- To undertake such other duties as the President, IT Manager, Senior Technical Officer or other authorised officer may assign from time to time.

***Sample range of duties across different expertise areas***

- Providing consultative, advisory and analytical technical services for staff and students in laboratory techniques.
- Providing first and second line support for students and staff in information technology e.g. running local help desks.
- Provide technical support for the delivery of Institute wide student, staff and managing/administration of computer network systems/information Technology and visual aids facilities.
- Management/administration of computer networks, installing and testing of software.

- Specifying technical specification for the development of new and updating current laboratories, workstations, workshops and computer networks systems/information technology and visual aids facilities.
- In conjunction with other Technicians, assist the IT Manager in ensuring that there is an effective, efficient and user-orientated IT system available to all users in their designated area.
- Be responsible for the maintenance of computer equipment and peripherals.
- Liaise with Senior Technical Officer and Technical Officer grades and other designated manager grades to define service requirements and monitor service levels in their designated area.
- Assisting in Programme quality assurance and development.
- Organising, assisting and advising lectures and students on the safe operation and use of equipment and materials.
- Organising, supervising, assisting and advising staff and students doing project work at certificate, diploma, degree and postgraduate level and project reports.
- Designing, modifying, building, testing and installation of equipment for teaching and research needs.
- Carry out and assist in research.
- Organising, preparing and setting up practical classes, assisting and advising lectures and students on the safe operation and use of equipment and materials in laboratories and other areas.
- Organizing, preparing and setting up equipment and materials for practical examinations.
- Writing and updating technical instruction manuals for staff and students.
- Carrying out of safety audits in all areas of operation in cooperation with other grades of staff.
- Monitoring, testing and recording of condition of safety equipment and class materials to comply with Health and Safety Regulation and other Regulations specific to work area i.e. RPII, EPA and Material Safety Data Sheets.

- Arranging for safe disposal of used materials e.g. biological, chemical and materials containing toxic, hazardous and volatile materials.
- Assist in the organising and scheduling of work of laboratory aides.
- Repairing, maintaining, securing and storing of laboratory equipment, and consumable materials.
- Stock control of equipment and consumable materials.
- Assist in consulting with suppliers of equipment and consumable materials, and assist in obtaining technical specifications, quotations and ordering new equipment and consumable materials.
- Taking delivery of equipment and consumable materials and commission new equipment.

### **Essential Qualifications and competencies**

Candidates must have, at a minimum, an ordinary degree (level 7) qualification in an IT related discipline and at least one year relevant post-graduate experience, along with:

- Ability to take initiative, give leadership and work with people.
- Good organisational, communication and interpersonal skills.
- Good knowledge of Health and Safety legislation.
- Evidence of personal development through further skills development.
- Good technical knowledge in designated area (IT).

### **Desirable:**

Knowledge and experience of:

- ◆ Providing IT services in a dynamic environment.
- ◆ Current Microsoft Windows server and desktop operating systems.
- ◆ Windows 2012 R2 Active Directory, Group Policy and user profile strategies
- ◆ Server backup technologies and strategies (Symantec Backup Exec. & Microsoft Data Protection Manager advantageous)
- ◆ Desktop imaging technologies
- ◆ Web Content Management technologies
- ◆ Cloud Technologies.

**In addition, knowledge / experience of the following will be considered an advantage:**

- ◆ Apple Mac operating systems
- ◆ Virtualization technologies
- ◆ Microsoft SQL Server technologies
- ◆ Office365 technologies
- ◆ Microsoft Powershell technologies

**Personal Attributes Required:**

- ◆ Strong organisational and interpersonal skills.
- ◆ An ability to analyse and prioritise both general and specific needs.
- ◆ Ability to communicate effectively (both in writing and orally) and work well with others, both internally and externally and across all levels of the organisation.
- ◆ Ability to work as part of a team.
- ◆ Ability to work without supervision and on one's own initiative.
- ◆ Performance oriented and able to work to delivery of agreed targets.

**Salary** - In line with current Government policy on public sector pay:

- (1) New entrants (persons entering a direct entry (recruitment) grade in the Higher Education Sector for the first time, ie persons without previous service in the Public Service) **may commence on the 2011 Technician salary scale ie €30,092 - €44,306**
- (2) Where a person is being recruited to the same or analogous grade, role or position as previous public service employment, held on or before 31<sup>st</sup> December 2010, whether temporary or permanent, salary **may commence on the 2010 Technician salary scale ie €33,003 - €44,306**

**General Information**

- *Shortlisting of applicants may take place, on the basis of information supplied in the application form*
- *The Institute is an equal opportunities employer*
- *Canvassing will disqualify*
- *All applicants are asked to disclose criminal convictions, per the application form*

**Please note:**

**To apply, please submit 1 signed original and 5 copies of the application form to Linda Fitzpatrick, Human Resources Department, Institute of Technology Blanchardstown, Blanchardstown Road North, Dublin 15 by 12 noon on Friday 25<sup>th</sup> May 2018.**

**Faxed or e-mailed applications will not be accepted. Late applications will not be considered.**

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