



Trinity College Dublin

Coláiste na Tríonóide, Baile Átha Cliath

The University of Dublin

Job Description

Comp ID:	037583
Job Title:	IT Systems Administrator (50% FTE)
School/Department:	School of Computer Science and Statistics
Job Category and Level:	Professional, Administrative & Support; Administrative 1

The Purpose of the Role

The School of Computer Science and Statistics is seeking to appoint an IT Systems Administrator on a 50% FTE specific purpose contract to cover the career break of a permanent Systems Administrator.

Plan, organise, deploy and manage state-of-the-art systems and technologies within the School of Computer Science and Statistics (SCSS). The Systems Administrator plays an integral and crucial role within the School of Computer Science and Statistics, ensuring the smooth functioning, security, and efficiency of both Windows and Apple Mac environments. This pivotal position involves meticulous management, maintenance, and optimization of computer labs, emphasizing precise imaging and configuration of lab machines to meet rigorous standards.

The successful candidate will be responsible for providing high-level contributions and leadership, devising innovative solutions to complex problems encountered by students, teaching staff, research groups and administrators within the School.

Context

The School of Computer Science and Statistics is one of the largest Schools in the University, with over 1,500 taught students, 400 research account holders, and in excess of 150 members of staff. The School offers a wide range of undergraduate courses, encompassing subjects such as computer science, statistics, management science, business, European languages, computer engineering, electronic engineering and mathematics. The School's five-year Master's level degree in Computer Science is accredited by Engineers Ireland. The School also offers a dynamic range of research-led taught Master's level programmes. In the QS World University Rankings, the School is number 1 in Ireland and in the top 25 in Europe in the subject of Computer Science and Information Systems. It also ranked in the top 100 worldwide in 2019, 2020 and 2021.

The successful candidate will join the Systems Support group. The group, consisting of nine members, in conjunction with the Technical Support, provides comprehensive IT support for the School's research, teaching and administrative activities and specialist IT requirements. The role

provides an exciting opportunity to contribute to the development of systems at the forefront of teaching and research in a vibrant academic environment.

Main Responsibilities

The principal duties may include (but are not limited to):

- Manage and maintain Windows and Apple Mac based systems, including servers and workstations.
 - Construct, deploy, and sustain desktop OS and application services/solutions, including the creation of images for educational and administrative purposes, leveraging tools such as Faronics DeepFreeze, Manage Engine Desktop Central, and MS Active Directory.
 - Implement and manage software distribution and patch management solutions for lab environments.
 - Provide technical support and troubleshooting for Windows and Apple Mac operating systems, software applications, and hardware peripherals.
 - Monitor system performance, identify areas for improvement, and implement optimization measures to enhance efficiency and reliability.
 - Support multimedia technologies and applications.
 - Maintain documentation, procedures, and best practices related to system administration and lab imaging processes.
 - Ensure compliance with security policies, data protection regulations, and industry standards.
 - Stay current with emerging technologies, trends, and best practices in system administration, lab imaging, and multimedia technology.
 - Facilitate software procurement, ensuring the acquisition of necessary software licences and tools to support organizational objectives.
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Person Requirements

The successful candidate will require the following knowledge, skills and attributes for successful performance in the role.

Qualifications

- Candidates must hold a third level qualification at degree level, ideally in the subject area of Information technology or Computer Science.
- Relevant Professional qualification (desirable).

Knowledge

- Advanced understanding of Windows operating systems, including Windows Server, Windows 11 and Apple Mac systems.
- Knowledge of Linux systems (desirable).
- Knowledge of desktop OS and application services/solutions construction, deployment, and maintenance.
- Awareness of emerging technologies, trends and best practices in system administration, lab imaging, and multimedia technology.
- Understanding of software procurement processes and software license management.

Experience

- Minimum of 3 years of experience in system administration, preferably in a Windows and Apple Mac environment.
- Experience with lab imaging, deployment, and configuration processes.
- Demonstrated experience in supporting multimedia technologies and applications an advantage.

Skills

- Possessing expert proficiency in both Windows and Mac OS operating systems, showcasing advanced knowledge and adeptness in their administration.
- Proficiency with imaging and deployment tools such as ManageEngine's Endpoint Central, demonstrating expertise in complex deployment scenarios.
- Comprehensive understanding of Windows Server functionalities, including Windows Active Directory, DNS, and integration capabilities with Lightweight Directory Access Protocol (LDAP).
- Effective management of mixed Mac and PC environments, including expertise in wired and wireless networking technologies and Virtual Private Network (VPN) configurations.
- Implementation of robust security measures and malware detection protocols to uphold system integrity and ensure data confidentiality.
- Proficiency in computer programming and scripting languages (such as Python, PowerShell, or JavaScript) is desirable.

- Experience in automating administrative tasks through scripting languages like PowerShell, Bash, or equivalent, enhancing operational efficiency and productivity.
- Competence in devising and implementing endpoint protection strategies for comprehensive security coverage.
- Familiarity with unified endpoint management solutions, enabling centralized management and control of various endpoint devices.
- Proficiency in utilizing ticketing systems and/or Customer Relationship Management (CRM) platforms for efficient issue tracking and resolution.

Personal attributes

- Strong analytical and problem-solving skills.
- Excellent communication and interpersonal skills.
- Ability to work independently and as part of a team.
- Attention to detail and a commitment to quality.
- Adaptability and willingness to learn new technologies.
- Time management and organizational abilities to prioritize tasks effectively.
- Proactive mindset and a passion for technology innovation.
- Proficiency in identifying and pre-empting potential problems, offering proactive solutions to mitigate risks and challenges.
- Capable of managing multiple tasks with varying complexity levels, demonstrating effective prioritization.

Application Information

In order to assist the selection process, applicants should submit a Curriculum Vitae and a cover letter (1 x A4 page) that specifically addresses the following points in their application:

- Applicants must have at least 3 years relevant post-qualification experience in a similar organization and technology environment and should clearly address this experience and how they obtained their knowledge in their application.
- A deep understanding of the Systems Administrator role as described under 'knowledge and experience' above is essential. The applicant should give three examples of their involvement and application of this understanding. At least one example should include delivery of systems configuration and support in a team environment.
- Illustrate, through past example, their ability to work on their own initiative and resolve problems.

Please Note:

- Applicants who do not address the application requirements above will not be considered.

Further Information

Informal enquiries about this post may be made to James Murphy, Systems Manager at James.Murphy@tcd.ie

Trinity Competencies

In Trinity there are 6 Core Competencies that are applicable to all roles across a range of professional, administrative and support jobs, unlike specialist or technical skills which may be job specific. They provide a common language for describing performance and the abilities/attributes displayed by individuals. They focus on 'how' tasks are achieved, not 'what' is achieved.

Below is a summary definition of the 6 Core Competencies.

	Competency	Summary Definition
1	Agile Leader	Sees the big picture and harnesses opportunities to achieve the University's goals. Creates clear direction for the future and how to get there.
2	Unlocks Potential	Energised, capable and confident to take ownership and responsibility for their development and goals. Motivates, supports and develops people to perform to the best of their ability.
3	Service Ethos	Finds ways to increase stakeholder and customer satisfaction. Builds relationships, is proactive and delivery focused in order to anticipate, meet & exceed expectations.
4	Builds Trusted Relationships	Communicates in a clear and respectful manner building trust and commitment for mutually beneficial outcomes.
5	Decision-making	Confidently makes timely decisions based on knowledge, evidence and sound judgement.
6	Achieves Results	Delivers results by setting direction, planning, executing and evaluating impact.

STEM Commitment to advancing Trinity College Gender Equality

Trinity College holds a silver institutional Athena Swan Award for advancing Trinity College Gender Equality
STEM School of Natural Sciences Athena Swan Silver Award
STEM School of Chemistry Athena Swan Silver Award

STEM School of Biochemistry and Immunology Athena Swan Bronze Award
STEM School of Engineering Athena Swan Bronze Award
STEM School of Genetics and Microbiology Athena Swan Bronze Award
STEM School of Physics Athena Swan Bronze Award

Snapshot of the Faculty

The Faculty of Science, Technology, Engineering and Mathematics is located at the east end of the Trinity campus. It brings together eight schools that deliver discipline-specific research and training (**Biochemistry & Immunology, Chemistry, Computer Science and Statistics, Engineering, Genetics & Microbiology, Mathematics, Natural Sciences, Physics**). Each School produces graduates that are leaders, innovators and doers in STEM education and research, in Ireland and beyond.

As well as these eight schools, the Faculty is made up of three Trinity College Research Institutes, five National Research Centres and three Units. Together these represent approximately 30% of the staff in the College.

Researchers in the Faculty address challenges that are complex and multi-faceted. They do this by continuously asking the fundamental questions of how? and why? They seek out answers to current and future challenges in climate change, food and water security, sustainable urbanisation, personal privacy, healthy ageing and eradicating infectious diseases. They lead innovations at the frontiers of science and technology often in high-level multi-disciplinary teams based within the Schools, Research Institutes and Centres.

The three Trinity Research Institutes are:

- **CRANN** - The Centre for Research on Adaptive Nanostructures and Nanodevices
- **TBSI** - Trinity Biomedical Sciences Institute
- **TCIN** - Trinity College Institute of Neuroscience

The four National Research Centres are:

- **ADAPT** - The SFI Centre for digital content and media innovation
- **AMBER** - The SFI Centre for Advanced Materials and BioEngineering Research
- **CONNECT** - The SFI Centre for digital content and media innovation
- **ENABLE** - Connecting communities with smart urban environments through the Internet of Things

The three units that support our teaching and learning mission are:

- **Biology Teaching Centre** - responsible for the coordination of all Biology teaching to Junior and Senior Freshman students in Science, as well as providing service teaching to other groups within the College.
- **Comparative Medicine Unit** - aims to advance knowledge and improve the health and wellbeing of humans and animals by servicing, and providing, world-class facilities and infrastructures, to the Trinity research community.
- **Science Course Office** - responsible for facilitating the Junior and Senior Fresh undergraduate Science Programmes.