

Information Technology – Career Level 1

Role Purpose

Provides a high level of customer service and support to colleagues and others on a single service or process, or across various processes. The tasks are generally routine and supervisory support is always available.

Educational Qualifications & Experience

Typically, 1-2 years' professional IT or customer services experience working in either a large organisation or a third level institution and/or an IT related third level qualification.

Indicative Role Dimensions

Problem solving - Solves problems and responds to routine queries by following working practices and procedures or by seeking guidance where needed. Supervisory support is always available.

Decision Making - Makes routine decisions e.g. order in which to complete tasks, deciding when support/assistance is required, or when to escalate a matter to a more senior colleague.

Interfaces & Interdependencies - Acts as first point of contact for colleagues and others. Works as part of a team engaged in similar work.

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The **Information Technology** Job Family includes roles that are responsible for the design, development, implementation, management and support of IT solutions and services of the University across the full spectrum of its IT activities.

Job Reference: IT-1-A

Core Competencies

Indicative Core Competencies & Proficiency Levels

Managing Change (Proficiency Level 1)
Building Relationships (Proficiency Level 1)
Organisational Awareness (Proficiency Level 1)
Planning & Organisation (Proficiency Level 1)
Communicating Effectively (Proficiency Level 1)
Taking Initiative (Proficiency Level 1)
Service Focus & Innovation (Proficiency Level 1)

Any role in UCD with People Management responsibility must include the Managing People Core Competency

Functional Competencies

Indicative Functional Competencies & Proficiency Levels

2-3 Functional Competencies at Proficiency Level 1 from the following list:

Infrastructure & Cloud
Networking & IT Security
Enterprise Architecture
Programming & Web Development
Business Analysis
Data Management & Business Intelligence / Analytics
Multimedia
Software support & Training
Educational Technology
Pedagogical

Information Technology – Career Level 2

Role Purpose

Provides a high level of customer service to colleagues and others on a single service or process or across various processes. Operates with a high degree of initiative and autonomy within a confined process/service area and likely to act as an informal resource on day to day issues for less experienced colleagues.

Educational Qualifications & Experience

Typically, 2-3 years' professional IT experience working in either a large organisation or a third level institution and/or an IT related third level qualification.

Indicative Role Dimensions

Problem Solving - Helps to identify solutions using policy and procedure and supports the ongoing development of processes / systems. May provide guidance for less experienced colleagues. Supervisory support typically available.

Decision Making - Applies initiative on a day to day basis, making routine decisions within the confines of the core process or service remit they are working in.

Interfaces & Interdependencies - Acts as first point of contact for colleagues and others. Works as part of a team engaged in similar work. May have ownership for particular customer groups.

Core Competencies

Indicative Core Competencies & Proficiency Levels

Managing Change (Proficiency Level 1)
Building Relationships (Proficiency Level 1)
Organisational Awareness (Proficiency Level 1)
Planning & Organisation (Proficiency Level 2)
Communicating Effectively (Proficiency Level 2)
Taking Initiative (Proficiency Level 2)
Service Focus & Innovation (Proficiency Level 2)

Any role in UCD with People Management responsibility must include the Managing People Core Competency

Functional Competencies

Indicative Functional Competencies & Proficiency Levels

2-3 Functional Competencies at Proficiency Level 1 from the following list:

Infrastructure & Cloud
Networking & IT Security
Enterprise Architecture
Programming & Web Development
Business Analysis
Data Management & Business Intelligence / Analytics
Multimedia
Software support & Training
Educational Technology
Pedagogical



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Job Reference: IT-2-A

Information Technology – Career Level 3

Role Purpose

Supports others in the delivery of a full service, process or system, managing relationships with a defined group of customers.

Educational Qualifications & Experience

Typically, 3-4 years' professional IT experience working in either a large organisation or a third level institution and/or an IT related third level qualification.

Indicative Role Dimensions

Problem Solving - Operates with a high level of initiative and autonomy within a confined process, appreciating the impact elsewhere. Takes action to resolve work problems independently, referring complex problems to senior colleagues where appropriate.

Decision Making - Makes timely and considered independent and collaborative decisions within the confines of the core process or service remit they are working in. Provides specific advice and guidance to others.

Interfaces & Interdependencies - Acts as first point of contact for colleagues and others. May have ownership for particular customer groups. Builds collaborative relationships with peers within the function and potentially in other units across the University.

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The **Information Technology** Job Family includes roles that are responsible for the design, development, implementation, management and support of IT solutions and services of the University across the full spectrum of its IT activities.

Job Reference: IT-3-A

Core Competencies

Indicative Core Competencies & Proficiency Levels

Managing Change (Proficiency Level 2)
Building Relationships (Proficiency Level 2)
Organisational Awareness (Proficiency Level 2)
Planning & Organisation (Proficiency Level 2)
Communicating Effectively (Proficiency Level 3)
Taking Initiative (Proficiency Level 3)
Service Focus & Innovation (Proficiency Level 3)

Any role in UCD with People Management responsibility must include the Managing People Core Competency

Functional Competencies

Indicative Functional Competencies & Proficiency Levels

2-3 Functional Competencies at Proficiency Level 2 from the following list:

Infrastructure & Cloud
Networking & IT Security
Enterprise Architecture
Programming & Web Development
Business Analysis
Data Management & Business Intelligence / Analytics
Multimedia
Software support & Training
Educational Technology
Pedagogical

Information Technology – Career Level 4

Role Purpose

Leads in the delivery of a full service, processes or system, to a defined audience.

Educational Qualifications & Experience

Typically, 4-5 years' professional experience working in an IT related role in either a large organisation or a third level institution and an IT related third level qualification.

Indicative Role Dimensions

Problem Solving - Supervisory role with proven ability to use independent judgement and reasoning in developing solutions to a variety of problems of moderate scope and complexity.

Decision Making - Co-ordinates, analyses and critically evaluates information in order to reach a decision with minimal level of supervisory guidance, within the overall parameters of the role.

Interfaces & Interdependencies - Builds and sustains strong, collaborative relationships with senior colleagues and peers within the function and across the University.

Core Competencies

Indicative Core Competencies & Proficiency Levels

Managing Change (Proficiency Level 2)
Project Management (Proficiency Level 2)
Building Relationships (Proficiency Level 2)
Organisational Awareness (Proficiency Level 3)
Planning & Organisation (Proficiency Level 3)
Service Focus & Innovation (Proficiency Level 4)

Any role in UCD with People Management responsibility must include the Managing People Core Competency

Functional Competencies

Indicative Functional Competencies & Proficiency Levels

2-3 Functional Competencies at Proficiency Level 2 from the following list:

Infrastructure & Cloud
Networking & IT Security
Enterprise Architecture
Programming & Web Development
Business Analysis
Data Management & Business Intelligence / Analytics
Multimedia
Software support & Training
Educational Technology
Pedagogical



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Job Reference: IT-4-A

Information Technology – Career Level 5

Role Purpose

- Individual contributor who provides subject matter expertise in a specialist field of the function.
- OR
- Leads a small team or programme in delivering a specific service or support, and accountable for the performance and results of the team.

Educational Qualifications & Experience

Typically, 5-6 years' professional experience working in an IT related role in either a large organisation or a third level institution and an IT or business related third level qualification.

Indicative Role Dimensions

Problem Solving - Solves moderate to complex problems in their area of expertise, guided by policies and procedures. Proven ability to use independent judgement and reasoning in developing potential solutions.

Decision Making - Co-ordinates, analyses and critically evaluates information to reach a decision with little or no supervisory guidance required.

Interfaces & Interdependencies - Builds and sustains strong, collaborative relationships with senior colleagues and peers within the function and across the University. Will engage with senior Faculty and staff as required.

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Job Reference: IT-5-A

Core Competencies

Indicative Core Competencies & Proficiency Levels

- Managing Stakeholders (Proficiency Level 1)
- Managing People (Proficiency Level 2)
- Managing Change (Proficiency Level 3)
- Project Management (Proficiency Level 3)
- Building Relationships (Proficiency Level 3)
- Organisational Awareness (Proficiency Level 4)
- Planning & Organisation (Proficiency Level 4)

Any role in UCD with People Management responsibility must include the Managing People Core Competency

Functional Competencies

Indicative Functional Competencies & Proficiency Levels

2-3 Functional Competencies at Proficiency Level 3 from the following list:

- Infrastructure & Cloud
- Networking & IT Security
- Enterprise Architecture
- Programming & Web Development
- Business Analysis
- Data Management & Business Intelligence / Analytics
- Multimedia
- Software support & Training
- Educational Technology
- Pedagogical

Information Technology – Career Level 6

Role Purpose

- Leads and manages a team or programme delivering specific services or supports. Accountable for the performance and results of the team.

OR

- Individual contributor responsible for a complete specialist area or service delivery to a defined audience.

Educational Qualifications & Experience

Typically, 7-10 years' professional experience working in an IT related role in either a large organisation or third level institution and an IT or business related third level qualification.

Indicative Role Dimensions

Problem Solving - Solves complex problems guided by policies and procedures with minimal oversight from manager. Proven ability to use independent judgement and reasoning in developing solutions.

Decision Making - Makes decisions in the context of own area of responsibility, ensuring that decisions are consistent with legislation, precedent and established policies and procedures.

Interfaces & Interdependencies - Builds and sustains strong, collaborative relationships with peers within the function and across the University. Will engage directly with senior Faculty and staff as a normal part of the role.

Core Competencies

Indicative Core Competencies & Proficiency Levels

- Working Strategically (Proficiency Level 2)
- Leading People (Proficiency Level 2)
- Managing Stakeholders (Proficiency Level 2)
- Managing People (Proficiency Level 2)
- Managing Change (Proficiency Level 3)
- Project Management (Proficiency Level 4)
- Building Relationships (Proficiency Level 4)

Any role in UCD with People Management responsibility must include the Managing People Core Competency

Functional Competencies

Indicative Functional Competencies & Proficiency Levels

2-3 Functional Competencies at Proficiency Level 4 from the following list:

- Infrastructure & Cloud
- Networking & IT Security
- Enterprise Architecture
- Programming & Web Development
- Business Analysis
- Data Management & Business Intelligence / Analytics
- Multimedia
- Software support & Training
- Educational Technology
- Pedagogical

You are here

The **Information Technology** Job Family includes roles that are responsible for the design, development, implementation, management and support of IT solutions and services of the University across the full spectrum of its IT activities.

Job Reference: IT-6-A

Information Technology – Career Level 7



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Role Purpose

Provides input to the development of strategy for the area. Provides leadership and direction for a smaller set of services or activities to ensure they are effectively delivered in line with the strategy. This role may also be occupied by an individual with very 'specialist' skills who is both a manager and specialist.

Educational Qualifications & Experience

Typically, 10-15 years' professional experience, including 3 years' operating at a senior level in a large organisation or third level institution and an IT or business related third level qualification.

Indicative Role Dimensions

Problem Solving - Solves complex problems, within their own focus area, finalising issues with cross-university impact through consultation with a more senior colleague. Provides expert knowledge and input to broader University initiatives.

Decision Making - Makes decisions in the context of own area of responsibility, ensuring alignment with overall strategy. Identifies the key issues involved to facilitate the decision-making process.

Interfaces & Interdependencies - Builds and sustains strong, collaborative relationships with peers within the function and across the University. Represents the function on UCD Steering Committees and Working Groups. May represent UCD on external committees and groups or specific events, as appropriate to function.

The **Information Technology** Job Family includes roles that are responsible for the design, development, implementation, management and support of IT solutions and services of the University across the full spectrum of its IT activities.

Job Reference: IT-7-A

Core Competencies

Indicative Core Competencies & Proficiency Levels

Working Strategically (Proficiency Level 3)
Leading People (Proficiency Level 3)
Managing Stakeholders (Proficiency Level 3)
Managing People (Proficiency Level 4)
Managing Change (Proficiency Level 3)
Project Management (Proficiency Level 4)

Any role in UCD with People Management responsibility must include the Managing People Core Competency

Functional Competencies

Indicative Functional Competencies & Proficiency Levels

2-3 Functional Competencies at Proficiency Level 3 from the following list:

Infrastructure & Cloud
Networking & IT Security
Enterprise Architecture
Programming & Web Development
Business Analysis
Data Management & Business Intelligence / Analytics
Multimedia
Software support & Training
Educational Technology
Pedagogical

Information Technology – Career Level 8

You are here



Role Purpose

Provides leadership and direction for a group of activities or services within a function, typically working with and through senior managers. Contributes to the development of strategy for the function and responsible for the effective implementation of major elements of that strategy.

Educational Qualifications & Experience

Typically, 15 years' professional experience, including 5 years' operating at a senior level in either a large organisation or third level institution and an IT related master's degree or business discipline.

Indicative Role Dimensions

Problem Solving - Solves complex problems, by engaging with cross-functional peers to develop potential solutions. Has a role in recommending and implementing functional policy changes that are precedent setting.

Decision Making - Makes high level strategic decisions in the context of own area of responsibility, ensuring alignment with overall strategy; Contributes to broader decision-making on strategic issues as part of a wider management unit.

Interfaces & Interdependencies - Builds and sustains strong, collaborative relationships with peers within the function and across the University. Represents the function on UCD Steering Committees and Working Groups. May represent UCD on external committees and groups or specific events, as appropriate to function.

The **Information Technology** Job Family includes roles that are responsible for the design, development, implementation, management and support of IT solutions and services of the University across the full spectrum of its IT activities.

Job Reference: IT-8-A

Core Competencies

Indicative Core Competencies & Proficiency Levels

Working Strategically (Proficiency Level 3)
Leading People (Proficiency Level 4)
Managing Stakeholders (Proficiency Level 3)
Managing People (Proficiency Level 4)
Managing Change (Proficiency Level 4)

Any role in UCD with People Management responsibility must include the Managing People Core Competency

Functional Competencies

Indicative Functional Competencies & Proficiency Levels

2-3 Functional Competencies at Proficiency Level 2 from the following list:

Infrastructure & Cloud
Networking & IT Security
Enterprise Architecture
Programming & Web Development
Business Analysis
Data Management & Business Intelligence / Analytics
Multimedia
Software support & Training
Educational Technology
Pedagogical

You are here

Information Technology – Career Level 9

Role Purpose

Develops University and functional strategy ensuring alignment with overall institutional strategy and objectives (with agreement from the University Management Team (UMT)). Accountable for long-term planning and the introduction of major initiatives within their area.

Educational Qualifications & Experience

Typically, 15 years' professional experience, including 5 years' operating at the most senior levels in either a large organisation or third level institution and an IT related master's degree or business discipline.

Indicative Role Dimensions

Problem Solving - Solves problems of significant complexity and identifies opportunity for improvement with university wide impact and considerations. Contributes outside own function. Operates in the realm of new issues, arising from which precedents or new policies may be established. Responsible for scanning the horizon for emerging trends or external factors which may cause challenges.

Decision Making - Makes high level strategic decisions in the context of broader university issues the solutions and recommendations are finalised through working with broader management team.

Interfaces & Interdependencies - Builds and sustains high level collaborative working relationships with peers internally. Contributes to high level initiatives by participation in Steering Committees and Working Groups within UCD. Represents UCD on external groups and contributes at a sectoral level through governmental and national bodies.

The **Information Technology** Job Family includes roles that are responsible for the design, development, implementation, management and support of IT solutions and services of the University across the full spectrum of its IT activities.

Job Reference: IT-9-A

Core Competencies

Indicative Core Competencies & Proficiency Levels

Working Strategically (Proficiency Level 4)
Leading People (Proficiency Level 4)
Managing Stakeholders (Proficiency Level 4)
Managing People (Proficiency Level 4)
Managing Change (Proficiency Level 4)

Any role in UCD with People Management responsibility must include the Managing People Core Competency

Functional Competencies

Indicative Functional Competencies & Proficiency Levels

2-3 Functional Competencies at Proficiency Level 2 from the following list:

Infrastructure & Cloud
Networking & IT Security
Enterprise Architecture
Programming & Web Development
Business Analysis
Data Management & Business Intelligence / Analytics
Multimedia
Software support & Training
Educational Technology
Pedagogical

Functional Competencies in detail

Functional Competencies	Infrastructure & Cloud	Technical authority/ knowledge of one or more of the following areas: Unix OS, Windows OS, Virtual Server Mgt, SAN Mgt, LDAP, AD, AWS, Azure, HPC, Gsuite, Google Cloud Platform and Office 365.
Academic & Programme Operations and Management	Networking & IT Security	Technical authority/ knowledge of one or more of the following areas: Networking, TCPIP, DNS, DHCP, Intrusion Detection, Endpoint Security, Security Awareness, Security Policy, Security Auditing/Risk Assessment, and Security Incident Response.
Communication & Marketing	Enterprise Architecture	Knowledge of business strategy, processes, data, applications and underlying IT infrastructure using architectural models and supports. mapping how the current and future needs of UCD will be supported by IT in an efficient, sustainable, agile, and adaptable manner. Knowledge of new and emerging technologies and how they can be applied to existing architecture to meet future needs.
Estate Operations	Programming & Web Development	Technical authority/ knowledge of one or more of the following areas: SQL, PL/SQL, Javascript, HTML, User Interface Design, Responsive Web Development, Content Management Systems, Accessibility issues & guidelines, and Agile development.
Financial Management	Business Analysis	Translates user requirements into solutions, to document processes, to write reports and, to write user documentation.
Human Resources Management	Data Management & Business Intelligence/Analytics	Understands best practice data management , data governance practices and technology issues related to management of enterprise and academic research information including business, scientific, cultural & GIS data
Information Technology	Multimedia	Creates content for customers and assists or trains customers in creation of multimedia content including presentation, graphics, audio, and video.
Legal, Governance & Compliance	Software Support & Training	Knowledge of key applications used in UCD and their relevance to business processes and to the wider community. Examples of these include Blackboard, Gsuite, Banner, Core HR, Efinancials, MS Office etc.
Library	Educational Technology	Understands Educational Technology services such as VLE, ePortfolio, eAssessment, Personal Capture, and Digital Skills.
Research & Innovation Management and Administration	Pedagogical	Applies knowledge of pedagogical strategies to the creative use of technology to improve teaching and learning.

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