



Technical Officer

Collaboratory at TU Dublin is a new Industry Solutions Hub located at the Blanchardstown Campus of Technological University Dublin. Collaboratory at TU Dublin will prepare industry to address the threat that emerges when AI and IoT advancements are vulnerable to or are threatened by cybercrime. As technology advancements result in new ways of doing business, industry of all scales will increasingly look to AI and IoT to drive efficiencies. Concomitant with progress in these two areas will be the absolute necessity to provide wraparound expertise in Cyber Security.

Job description

Collaboratory has a vacancy for a **Technical Officer** to join its growing team. The Technical Officer will help establish and maintain Collaboratory's suite of technical facilities, to include an industry-scale training SOC, industrial maker-space and an AI lab. The candidate will be responsible for ensuring the facilities are market ready. The role represents an opportunity for an individual to be a key staff member in a high-potential growth environment.

The successful candidate will need to be able to manage several work streams at once and contribute to all facets and functions of Collaboratory during its first three years of activity as the newest industry-facing solutions initiative in TU Dublin. The successful candidate will be expected to provide accurate advice and consultancy support to the Collaboratory Manager. With responsibility for Collaboratory's state-of-the-art technical training and product development facilities, the candidate will work closely with the research team to ensure R&D projects are scoped and executed to the highest standard. The candidate will report to the Collaboratory Manager.

This role would ideally suit an individual who is looking to build on their technical knowledge and ability to broaden their skillset and experience to incorporate R&D project design and consultancy support. As a key member of Collaboratory's team, the successful candidate will have a hands-on role determining the future direction of the hub.

Role requirements

- Management and deployment of ICT services for Collaboratory.
- Provision of technical project support to Collaboratory's research & innovation team.
- Planning, management and maintenance of ICT projects arising from new partnerships and projects.

- Management of tendering, procurement and budgeting for IT projects for Collaboratory, including the specification, installation and integration of hardware and software in compliance with current public procurement guidelines.
- Scheduling access to Collaboratory's suite of technical facilities.
- Provision of onsite support to clients and partners who are accessing Collaboratory's technical facilities.
- Management of external vendors and suppliers of service including but not limited to cloud services and technologies.
- Configure and tailor hardware and software as appropriate and in accordance with TU Dublin's policies and procedures.
- Maintain the IT risk register, equipment logs and maintenance logs.
- To undertake such other duties as may be assigned from time to time by the Collaboratory Manager.

Essential Qualifications, Skills & Experience

- An appropriate first or second-class honours degree in a relevant area.
- 3 or more years in an ICT/Project Management role.
- Network Skills (Switching/Routing/Firewall).
- Experience of Server Management (Hardware and Software).
- Virtualisation skills using Microsoft Hyper-V.
- Experience of cloud computing.
- PC Client Maintenance and software support.
- Strong technical skills in network design, configuration and security.
- Ability to implement backup, disaster recovery and preventive maintenance.
- Ability to write technical documentation.
- Ability to write training documentation, including SOPs.
- Ability to write procurement documentation.

Desirable Qualifications, Skills & Experience

- A relevant post graduate qualification at NFQ Level 9.
- A relevant Project Management qualification.
- Experience of providing support to or involvement in R&D teams.
- Experience of Security Information and Event Management (SIEM) technology.
- Knowledge of OpenStack.
- Knowledge/experience of Cyber Security, IoT, and Artificial Intelligence.
- Knowledge/experience of system interoperability standards.
- Knowledge/experience of technology architecture and infrastructure.
- Knowledge/experience of software platforms.
- Knowledge/experience of data protection regulations.
- Experience of working in a SOC environment.

Abilities

- Excellent management, organisation, analytical and problem-solving skills with high attention to detail.
- Ability to build and sustain positive, trusting relationships, and to motivate and empower others.
- Self-motivated, with the ability to work on own initiative, handle multiple priorities and contribute to high quality services.
- Excellent communication skills, verbal and written, with the ability to represent Collaboratory and TU Dublin with external stakeholders.

Terms: This is a role with Collaboratory (CLG), and not directly with TU Dublin. Collaboratory is wholly owned by TU Dublin.

Contract length: 30 months

Application deadline: 25/02/2022

Salary: €55,000 per year

Applications: Interested candidates should submit a cover letter and CV to collaboratory@tudublin.ie by 5pm on 25/02/22.

