Junior Power Platform Developer / IT Support Officer

About us:

Dublin Rape Crisis Centre (DRCC) is dedicated to preventing the harm and healing the trauma caused by all forms of sexual violence. We offer first-response services through our National 24/7 Helpline, face-to-face therapy, and an information and support service. We also provide accompaniment and support to individuals attending the Rotunda Hospital Sexual Assault Treatment Unit, garda stations, courts and other settings. Additionally, we offer education and training programs for professionals, frontline staff and volunteers who work with survivors of sexual violence. We also campaign and raise awareness around the impact of sexual violence and towards its prevention.

About the role:

Join us during this exciting period of growth and expansion: As the Junior Power Platform Developer, you will play a pivotal role in supporting our dynamic team and driving the development and implementation of innovative solutions across the organisation. Whilst reporting to the Head of Operations and Administration, you will collaborate closely with our Senior Data & Systems Analyst on DRCC's CRM applications and be instrumental in creating and maintaining Power Platform applications that streamline our CRM and IT processes, enabling us to meet the evolving needs of the organisation.

Your contributions will directly support our mission to prevent harm and heal trauma. You will thrive in a collaborative environment, working closely with colleagues to enhance team performance and achieve organisational goals. This role requires a well-organised, flexible candidate who can multi-task, prioritise workflow, and adapt to a busy organisation. You will interact with employees across all departments and levels within the organisation.

About you:

The ideal candidate will possess proven software development and database engineering skills to create and maintain software solutions to support the organisation needs and demonstrate sound judgment in handling confidential tasks

Duties and responsibilities:

PowerApps / Databases:

- Develop and enhance end to end Microsoft Power Platform applications to boost collaboration, productivity, and knowledge sharing within DRCC.
- Create Power Automate scripts for Dataverse operations.

- Perform data transformations using tools like Excel and SQL Server when migrating complex datasets across different platforms.
- Build PowerApps views and Power BI dashboards for internal reporting.
- Handle data fetch and change requests as needed by various teams within the organization.
- Assist teams with the rollout of new features or functionalities after successful testing in a staging environment.
- Train staff on CRM functionalities and document user guides for in-house applications.
- Guide and train managers on generating departmental data reports from the CRM.
- Manage access roles and permissions within the CRM environment for users and teams.

Required skills and experience:

- Proficiency in software development and database management.
- Strong familiarity with Microsoft tools such as PowerApps, Power Automate, Power BI, Dataverse, Entra ID, MS 365, and Excel, or equivalent tools in other environments.
- Knowledge of JavaScript, SQL, MS SQL Server, SSMS, and Visual Studio is advantageous.

PowerApps / databases:

The candidate must have software development and database experience and strong familiarity with Microsoft tools such as:

- PowerApps, Power Automate, Power BI, Dataverse, Entra ID, MS 365, Excel, or equivalent tools in other environments. Knowledge of JavaScript, SQL & MS SQL Server, SSMS and Visual Studio would also be an advantage.

IT responsibilities: (Microsoft 365)

- Troubleshoot Technical Issues:
- Resolve email and authentication problems.
- Address various software/IT issues for staff.
- Train users on effective use of Office 365 and other essential software tools.
- Handle user accounts, 2FA, license management, account permissions.
- Perform password resets and manage Outlook-related issues.
- Provide first-level technical support for all DRCC computer and technical networks.
- Monitor DRCC network infrastructure and resolve system issues.
- Collaborate with external support when necessary.
- Data Security:
- Work with the Senior Data & Systems Analyst to implement data security policies and procedures.

Join Our Team!

Are you skilled and passionate about making a difference? We are a dynamic organisation dedicated to supporting individuals affected by sexual violence. If you thrive in a fast-paced environment and are committed to our cause, we want to hear from you!

Benefits:

- Competitive salary
- Full-time hours
- 23 days annual leave
- Pension scheme (after 1 continuous years employment)
- Travel Tax Saver Scheme
- Bike to Work Scheme
- Immediate access to Dublin Rape Crisis Centre Employee Assistance Programme (EAP)

How to apply:

Please send your application letter, clearly outlining your relevant experience, along with your up-to-date CV to recruitment@rcc.ie. Make sure to include **"Junior Power Platform Developer / IT Support Officer"** in the subject line.

Closing date: 23 May 2025.

DRCC is an equal opportunities employer and welcomes applications from individuals of diverse backgrounds and abilities.

Important Notes:

- The details in this job description reflect the job content at the time it was prepared. Over time, the nature of individual jobs may change, with some duties being lost and others gained, without altering the general character or level of responsibility. Consequently, this job description may be revised periodically.
- All prospective employees must declare any prior convictions and whether they have ever been the subject of any investigation or inquiry into abuse or other inappropriate behaviour.
- Applicants should be aware that DRCC is currently located in an old Georgian building on Leeson Street, which has access steps from the street.
- DRCC is committed to providing reasonable accommodations for applicants and employees with disabilities. If you have a reasonable accommodation request, and you wish to discuss, please contact Naomi Patton, HR Manager.

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