

Data & IT Support Officer

Dublin Rape Crisis Centre (Hybrid)

The Role:

DRCC is excited to expand it's in house Technical Team.

We are inviting applications from **experienced** Data & IT Support Officers

The Data/IT Support Officer reports directly to the Head of Operations and Administration and will also work closely with our Senior Data & Systems Analyst on DRCC's CRM applications.

This role requires an experienced, well-organised, flexible candidate who has ability to multi-task, prioritise workflow, and adapt to a busy organisation.

Candidates must have proven Data & IT skills.

The ideal candidate will have an ability to create and maintain an efficient system of operations to support the business needs. The role will involve contact with employees at all departments and levels within the organisation.

Duties and Responsibilities

PowerApps / Databases:

- Help implement and modify end-to-end Dynamics and PowerApps applications that improve collaboration, productivity, and knowledge sharing in DRCC.
- Training staff on CRM functionality and documenting user guides for in house applications.
- Assist teams with the roll out of new features or functionality after they have been tested in a staging environment.
- Oversee access roles and permissions within the CRM environment for users and teams.
- Fulfilling data fetch and change requests as required by teams in the organisation.
- Data transformations using Excel, SQL Server or similar when migrating complex datasets between different platforms.
- Produce data reports from DRCC CRM for Senior Management Team
- Training managers to generate departmental data reports from the CRM

The Ideal candidate would have programming and database experience and strong familiarity and experience with Microsoft tools such as:

- PowerApps, Azure AD, MS 365, PowerBi, SQL Server, Excel, or equivalent tools in other environments. Knowledge of JavaScript and SQL & MS SQL Server would be an advantage.

IT Responsibilities: (Microsoft 365)

- Troubleshoot technical issues such as email issues or authentication problems.
- Manage the deployment of new features or functionality.
- Provide training to users on how to use Office 365 and other essential software tools effectively.
- Administration of issues pertaining to user accounts, 2FA, license management, account permissions, including password resets and using Outlook.
- Support staff with a variety of software/IT issues.
- Provide first level technical support for all DRCC computer and technical networks including its phone system (3CX).
- Monitor DRCC network infrastructure and resolve system issues, with access to external support when required.
- Work in collaboration with Senior Data & Systems Analyst to implement data security policies and procedures for DRCC.

If you have the skills required and a desire to work in a busy organisation, committed to making a difference for those who have been affected by sexual violence, we would love to hear from you!

- Salary Per Annum € 35,000 to €37,000 Depending on experience
- Full Time, 9am to 6pm
- Annual Leave 23 Days
- Pension after 1 years continuous service
- Travel Tax Saver Scheme
- DRCC EAP Programme

Please send your application letter setting out clearly your relevant experience and your up to date CV to recruitment@rcc.ie **insert Data & IT Support Officer** in subject line.

DRCC is an equal opportunities employer; we welcome applications from people of diverse backgrounds and abilities.

- **NOTE** • Garda Vetting is a requirement. The details contained in this job description reflect the content of the job at the date the job description was prepared. It should be remembered, however, over time, the nature of individual jobs may change; existing duties may be lost, and other duties may be gained without changing the general character of the duties or the level of responsibility entailed. Consequently, this job description may be revised from time to time All prospective employees are required to declare prior convictions and whether they have been or ever having been the subject of any investigation or inquiry into abuse or other inappropriate behaviour. • Applicants should be aware DRCC is located in an old Georgian building on Leeson Street with access steps from the street. • It is committed to providing reasonable accommodations for applicants and employees with a disability. • Should you have a reasonable accommodation request, and you wish to discuss please contact Naomi Patton, HR Manager.