



JOB DETAILS

Title:	IT Migration Assistant
Duration:	10 months fixed term contract with review/possible extension
Salary:	€26k - €31k, depending on experience
Reporting to:	IT Migration Analyst

BACKGROUND INFORMATION

The Irish Red Cross (IRC) is part of the world's largest independent humanitarian network, the International Red Cross and Red Crescent Movement, which is committed to and bound by, its Fundamental Principles of Humanity, Impartiality, Neutrality, Independence, Voluntary Service, Unity and Universality. The vision of the Irish Red Cross is to be a leading humanitarian organisation, providing impartial services and support to vulnerable communities both at home and abroad. Our mission is to identify and deliver humanitarian assistance to those who are most in need.

SUMMARY OF ROLE

As part of its work, the Irish Red Cross works with people who pledge their accommodation to host refugees and people granted temporary protection in Ireland. The IT Migration Assistant will support the development of the newly created Pledges Customer Relationship Management (CRM) system which seeks to match people providing pledged accommodation with beneficiaries. The role will assist in the implementation and roll out of the database to both internal and external users, enabling collaboration between agencies and providing visibility of placements as well as reporting and analysis to numerous stakeholders.

JOB PURPOSE

As IT Migration Assistant you will support the development, management and administration of the CRM system to ensure the database supports business processes and meets the needs of the Irish Red Cross and other implementing partners. The postholder will collaborate with various internal and external stakeholders to create both strategic and operational reports, measuring outputs and providing relevant, new and unique insights on programme activities.

ROLE RESPONSIBILITIES

- Assist in the review, development and integration of third party platforms with the newly developed Microsoft Dynamics 365 CRM, promoting the interoperability of systems and data
- Collaborate with various technical and non-technical teams across the organization to ensure the system meets programme needs



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- Support user management, training and roll out activities, including the creation of effective Information, Education & Communication (IEC) materials, where required
- Provide data management support, ensuring information is accurate, kept up to date and available to relevant stakeholders
- Assist in establishing dataflows and reporting on third party platforms and CRM through SQL and Power BI
- Provide general IT support during busy times and holiday periods, ensuring availability of IT Services to users
- Ensure a response to system alerts, user queries and CRM support requests in a timely manner
- Assist the IT Migration Analyst with other tasks as may be required

CANDIDATE PROFILE

Essential Criteria

- Qualification to degree level
- 2 years' experience working in a role that involves system analysis, database/ data management or report writing
- Strong analytical skills
- Proficient knowledge of Microsoft Office, especially Word & Excel
- Excellent communication skills, both oral and written
- Strong interpersonal skills, with the ability to support and build relationships with key stakeholders, both internal and external
- Ability to work on own initiative and manage time effectively

Desirable Criteria

- Experience working in the NGO or Charity sector or in working with membership or volunteer-led organisations
- Qualification in a technical or IT related discipline
- Familiar using Power Apps/ Dynamics 365/ Power BI

FURTHER INFORMATION

The Irish Red Cross is an equal opportunities employer. We value diversity and aspire to reflect this in our workforce. We welcome applications for people from all sections of the community, irrespective of gender, civil status, family status, sexual orientation, religion, age, disability, race or membership of the Traveller community. This role requires applicants to have the right to work in Ireland.

APPLICATION PROCESS



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To apply for this role, please forward a copy of your CV, together with a cover letter setting out how you meet the essential and desirable criteria for this role to: ecarroll@redcross.ie.

Shortlisting for interview will be on the basis of the essential and desirable criteria for this role. Please note that there may be a second round of interviews.