JOB DETAILS

Title: Systems Analyst - Migration

Duration: 1 Year, Fixed Term Contract

Salary: €43,000-€50,000[1]

Reporting to: IT Manager

BACKGROUND INFORMATION

The Irish Red Cross Society (IRC) is part of the world's largest independent humanitarian network, the International Red Cross and Red Crescent Movement. The IRC 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.

Migration is a priority focus for the Red Cross and Red Crescent Movement internationally as well as for the IRC in Ireland. Ireland, along with other countries, has experienced considerably more inward migration in recent years from people in need of protection and, as a result, is challenged to respond with appropriate supports for all affected. The IRC has worked on migration for several years and is considered a key actor in responding to the humanitarian needs of refugees/migrants seeking protection, with programming in the areas of resettlement and responding to the Ukraine crisis, among others.

SUMMARY OF ROLE

As part of its work, the IRC works with people who pledge their accommodation to house Programme refugees and people granted temporary protection in Ireland.

The Systems Analyst will support the ongoing development of the Pledges Customer Relationship Management (CRM) system which seeks to match people providing

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[1] This role is assigned to the Job Family of: Coordinator. The Irish Red Cross has 6 Job Families: Secretary General; Senior Manager; Programme/Project Manager; Coordinator; Development & Admin; Administration.

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pledged (offers of) accommodation with beneficiaries and provide technical support to both internal and external users. The postholder will collaborate with various business functions within the Migration Department to develop technical solutions that meet the evolving needs of our Programmes and will be responsible for a wide range of duties that include systems configuration, administration and quality assurance testing. In addition, the Systems Analyst will provide technical support, training and IEC materials across a range of tools and applications.

ROLE RESPONSIBLILTIES

Systems

- Develop solutions across the Microsoft Power Platform, customising the CRM in Dynamics 365, Power Apps and Power Automate and updating Power Pages as required.
- Work closely with the other functions within the Migration Department to understand business requirements, review, analyse and document processes and ensure system functionality is fit for business needs.
- Optimise and systemise processes and create and maintain automations and workflows.
- Maintain administrative oversight of our CRM and work closely with the Compliance function to ensure best practises in data governance, user management and database security are followed and implemented.
- Provide front-line technical support to users across all organisations working on the CRM and internal support across a range of applications including; Microsoft Dynamics, SharePoint, Power BI, Power Apps, Salesforce, WordPress and DocuSign.
- Provide regular trainings to various internal and external audiences and ensure all systems have effective supporting IEC materials.

IT Support

- Provide general IT support, ensuring availability of IT services to users.
- Respond to Migration IT support requests in a timely manner.
- Set up laptops, install and configure appropriate software and set up workstations with necessary peripheral devices (printers etc.)
- Troubleshoot issues and problems as they arise in various tools, devices and applications.

Organisational

- Work actively towards the achievement of the Irish Red Cross goals.
- Undertake training and development as required
- Abide by and uphold the Principles of the International Red Cross Red Crescent Movement.
- Undertake any other reasonable work-related duties and responsibilities assigned by the relevant line manager that are consistent with the nature of the job and level of responsibility.

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ROLE REQUIREMENTS

Essential Criteria

- Strong analytical and problem-solving skills.
- Excellent communication skills.
- Can work well independently and in a team.
- Understanding of data governance principles.
- Skilled in process mapping, analysis, and documentation
- Qualification to degree level.
- 3+ years' experience in a similar role with technical knowledge of the following;
  - Microsoft Dynamics 365
  - Microsoft Power Apps
  - Microsoft Power Automate
  - Microsoft SharePoint
  - Microsoft Excel
  - Microsoft 365, MFA and Group Administration
  - Microsoft SharePoint
  - Strong CRM & Database experience

Desirable Criteria

- Proficiency in Microsoft Power BI
- Proficiency in Microsoft Power Pages
- Knowledge of AWS security, Lightsail, EC2
- Knowledge of WordPress
- Knowledge of Salesforce
- Knowledge of Linux
- Proficient in lean methodologies and process automation
- Experience in the NGO/ Charity sector

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.

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APPLICATION PROCESS

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:

jobs@redcross.ie

Your email should contain Systems Analyst – Migration in the subject line. Applications should be in .pdf or MS Word format, and with file names in the following format: **<Surname>, <First name> - CV and <Surname>, <First name> - Cover Lette**

The closing date for applications is 6pm 12 August 2024

Shortlisting for interview will be on the basis of the essential and desirable criteria for this role. It is intended to hold initial interviews for this role on the week commencing 19 August 2024. Please note that there may be a second round of interviews.