

Job Description:
Technical and Data Management Support
(Full-time)



Irish Girl Guides (IGG) is recruiting for a Technical and Data Management Support person in its National Office.

IGG's mission is to enable girls and young women to develop to their fullest potential as responsible citizens of the world. This is achieved by the volunteer leaders running a non-formal educational programme with 560 units across all counties in the Republic of Ireland. The organisation has charitable status and the staff work with the volunteers to ensure IGG is compliant with all relevant legislation and best practice in the youth and charity sector.

Main responsibilities

- Assist with implementing the IT strategy for the organisation.
- Document processes and procedures to bring efficiencies to the organisation.
- Maintain the membership database and unit management system - a bespoke organisation wide system called Online Guide Manager (OGM).
- Plan developments for the main IGG website and ensure implementation.
- Provide technical support to staff and volunteers, creating user and support documentation where required.
- Support the work of the organisation through maintaining a document management system.
- Build and populate an online knowledge base with issues/resolutions
- Keep up-to-date records of software and a hardware register.
- Liaise with various IT service providers.
- Other ad hoc duties as requested by the CEO.

Assist with implementing the IT strategy for the organisation

- Identify digital developments (e.g. online learning, virtual meeting spaces) for the organisation and liaise with the appropriate suppliers, management and committees.
- Manage the online event and cottage booking systems.
- Liaise with developers and volunteers involved in creating new short online training courses.

Maintain the membership database and unit management system - a bespoke organisation-wide system called Online Guide Manager (OGM)

- Work with volunteers to support them in their use of OGM and provide reports and training as required.
- Responsible for the mechanics of OGM and liaise with developer to implement any changes.
- Coordinate the annual census via OGM.

Provide technical support to staff and volunteers, both national and regional, in their roles

- Assist staff with troubleshooting equipment problems in National Office.
- Coordinate the distribution of reduced cost software to volunteers.

- Provide training on software packages in use in IGG to members and staff e.g. an excel-based unit accounts package.
- Maintain an appropriate digital document filing system for IGG.

Professional specification

- Excellent interpersonal skills and the ability to liaise effectively and confidently at all levels internally and externally.
- IT experience and proficiency with MS Office 365, Windows & Mac OS support.
- Ability to work on own initiative to troubleshoot technical problems.
- Experienced with online applications, such as WordPress and CRM systems.
- Proficient experience of extrapolating data from a database and an interest in analytics.
- Excellent accuracy in inputting data, with strong attention to detail.
- Strong administration and organisational skills.
- Experience in developing and maintaining online platforms.
- Ability to log and track all support tickets from incitation to completion.
- A relevant third level qualification, appropriate certificates or equivalent work experience
- Experience of volunteering or working with volunteers an advantage.

Competencies

- Teamwork
- Responsibility
- Communication
- Customer Orientation
- Analytical Thinking
- Results Oriented

Conditions

This position will initially be for two years, with a six-month probationary period. The current salary, due to funding constraints, is €28,000 per annum. Contract will be for five days per week (Monday to Friday) from 9am – 5pm. Some evening and weekend work may be required, for which time off is given in lieu. Annual leave is 25 days. This job is based in the National Office in Donnybrook and will move to Tallaght in 2020. This role may involve a small amount of travel outside Dublin.