**Systems Administrator**

**Ascend Domestic Abuse Service for Women – NTDC.**

**Job Specification and Terms and Conditions**

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| **Job Title**  | **Systems Administrator – Ascend Domestic Abuse Service for Women** with North Tipperary Development Company (NTDC) |
| **Work Area:****Hours:****Contract Type:** | North Tipperary AreaPart time position (15 hours) Fixed term contract Commencement date to 31st December 2021. |
| **Details of Service** | NTDC is a community voluntary sector local development company delivering social inclusion, community development, social services and rural development programmes throughout North Tipperary. **Ascend Domestic Abuse Service** offers confidential support services and information to women who have or are experiencing domestic abuse in their intimate relationships. Services include one to one support, a helpline, court accompaniment, information and outreach support. The service is available throughout North Tipperary including Roscrea, Nenagh and Thurles. Ascend’s primary purpose is to ensure that women have support and information about the dynamics of domestic abuse and of relevant services available so that they can make informed choices. The Service is committed to ensuring that every woman will live a life without coercive control and reclaim the power to fulfil her potential. Ascend aims to work collectively and collaboratively with women, families, communities and agencies to promote a clearer societal acknowledgement of the unacceptability of domestic abuse. Ascend aims to put the safety of women and children at the centre of our work, to empower women in their lives, and to advocate on their behalf where appropriate.   |
| **Application****Closing Date** | Email Curriculum Vitae and detailed Cover Letter marked Systems Administrator to kmaher@ntdc.ie The closing date for receipt of applications is Friday 17th September 2021. Interviews are scheduled to take place in late September via MS Teams. |
| **Reporting Relationship** | Ascend Domestic Abuse Service for Women - Coordinator |
| **Purpose of the Post** | The System Administrator will play a key role in the rollout of a new CRM to Ascend DV service, and, most importantly, in ensuring that it is being used effectively within the organisation after roll-out. The System Administrator’s focus throughout the organisation on high quality data being entered in the system. The System Administrator needs to understand all aspects of system usage within the service. Their tasks will include* User management: Setup of new users, de-activation of users who have left, management of user access levels
* Troubleshooting users’ issues, acting as main contact with Enclude where further support is needed
* Monitoring data quality, taking actions to address poor data quality as required (eg. merging of duplicate records, identifying root cause of poor data quality).
* Ensuring data backups are done regularly to protect against data loss through user error.
* Maintaining documentation on the system, updating as required.
* Creating new reports/dashboards as required, and providing support to other staff members in relation to reports as needed.
* Ad-hoc user training
* Identifying areas for improvement of the system and feeding back to Enclude
* Carrying out small configuration changes, such as drop-down list updates.
* Preparing for new Salesforce releases (software upgrades)

This role is for a fixed period to 31 December 2021..  |
| **Duties** | * Maintain Ascend database to compile statistics.
* Attend ESafe Workshops and work with Enclude to implement new CRM.
* To observe and enforce a policy of strict confidentiality at all times in relation to all aspects of the service.
* Support the work of other team members and work co-operatively to ensure quality of service delivery.
* Sit on internal steering group for eSafe Implementation, diary for meetings and do minutes for same.
* Work with Coordinator to set objectives and KPI’s for steering group.

To perform the duties appropriate to the point, which may be assigned by the project coordinator. |
| **Experience**  | * 2-3 years’ experience in a busy office environment with particular competence in MS Office and CRM.
* Minimum QQI Level 5 Qualification
* Good IT skills
* Ability to work as part of a team
* Self-starter with ability to work on own initiative
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| **Core Competencies**  | The successful candidate will demonstrate competency in the following areas:* Organisational skills: creating a disciplined working environment, keeping accurate records and reporting
* Ability to always maintain confidentiality within the parameters of NTDC’s Child Protection policy.
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**Terms and Conditions of Employment**

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| **Remuneration**  | The successful applicant will be offered point one of the Clerical Worker scale. |
| **Garda Clearance** | The successful applicant will undergo and secure Garda Clearance |
| **Tenure** | This is a part-time 15 hours a week post offered on a fixed term contract from end of September -31st December 2021  |
| **Health**  | A candidate for and any person holding office must be fully competent and capable of undertaking the duties attached to the office and be in a state of health such as would indicate a reasonable prospect of ability to render regular and efficient service. |