

# Misean Cara is seeking a Data Analyst

## **MISEAN CARA**

Misean Cara is an Irish faith-based organisation supporting the overseas development work of missionaries. Collectively, Misean Cara's 88 members work in over 50 countries and are part of a much bigger global missionary network with an extensive reach in Africa, Asia and Latin America.

## **POSITION SUMMARY**

The Data Analyst and IT support officer is critical to improving operational efficiencies and organisational learning, as well as the smooth running of Misean Cara's IT systems. You will continuously develop and improve our bespoke grant and project management system, MissionLinks (ML) which is built on the Salesforce platform; a good working knowledge of Salesforce is a must for this job. You will coordinate support from our external service providers to develop both MissionLinks and our wider IT systems. As Data Analyst, you will support our project management, learning and development and finance teams to prepare and present key project data from within the MissionLinks system. You will also support Misean Cara members by providing training, support, and guidance on using the MissionLinks system.

**Reports to:** The Learning and Development Manager

## **KEY RESPONSIBILITIES**

### **1. Quality Control and Data Integrity**

- To ensure data integrity, regularly checking data quality and undertaking and documenting data cleansing
- To identify and improve ML system processes/workflows through fixing issues arising and improving/developing existing processes
- To add fields, views, pages, and interfaces as needed across the organisation

### **2. Data Management and Analysis Reporting**

- To create and maintain key reports as required by teams across the organisation
- To create and maintain user friendly and insightful dashboards
- To assist cross-organisationally with data collection, collation, and analysis reporting
- To monitor data storage usage and securely archive data as required
- To ensure GDPR standards are adhered to and advise staff accordingly

### **3. Maintenance and Further Development of the System**

- To coordinate the cross-organisational working group (MLSG – MissionLinks Solutions Group) on database maintenance development
- To manage the implementation and communication of system changes within Misean Cara and, where appropriate, with our members
- To proactively seek out and identify necessary system changes and work with relevant teams to develop specification documentation
- To liaise with external IT service providers on modifications to ML and broader IT systems
- To ensure new developments are tested and any issues fixed before going live
- To keep abreast of updates released by Salesforce
- To monitor and report ML system usage, proactively gather feedback from users and modify the system to increase benefits and usability

#### 4. Systems Administration

- To manage the day-to-day maintenance of the MissionLinks system
- To provide training and support to staff of Misean Cara and our members on ML
- To develop and disseminate helpful guidance notes for reference
- To keep guidance notes for system administrators up to date
- To manage the profiles of system users, adhering fully to security protocols
- To provide IT Helpdesk support, providing timely responses to staff and member queries and assisting them through system changes as necessary
- To communicate with members on system changes/updates
- To manage the allocation of Salesforce licences
- To review and develop IT policies

#### 5. Supporting Office IT systems

- To maintain a register of IT equipment and ensure staff have adequate equipment to carry out their work

Any other duties as required by your line manager or the CEO

### SKILLS AND ATTRIBUTES

#### Essential:

- A relevant degree-level qualification
- At least 2 years' relevant experience in data analysis and IT system maintenance/development
- Proficiency in Salesforce System Admin or equivalent
- Advanced user of Excel including data modelling (transforming raw data to analysis) and other Microsoft packages
- Experience in coordinating IT projects
- Excellent communication skills to work effectively with a variety of stakeholders
- Experience in designing and delivering IT training
- Ability to work to deadlines
- Solution focused
- Strong customer focus and relationship skills

#### Desirable:

- Technical expertise and experience in the configuration/customisation of the Salesforce platform
- Project management experience
- General knowledge of General Data Protection Requirements (GDPR)

### TERMS AND BENEFITS

- Contract type: Permanent
- Salary range €37K to €50K DOE
- 6 months' probationary period
- Benefits: Pension, life assurance, Employee Assistance Programme, 24 days annual leave, mental health day, supportive team environment
- An induction programme will be prepared for the successful incumbent in the first weeks
- All positions in Misean Cara are subject to full reference checks and medical
- Remote working options available

**To apply:** please send an application/cover letter and an up-to-date CV, in confidence, to [jobs@miseancara.ie](mailto:jobs@miseancara.ie) Please insert "Data Analyst and Systems support" in the subject line.

Applicants must be legally entitled to work in Ireland at the time of application.

Misean Cara is an equal opportunities employer and welcomes applications from all sections of the community. Applicants must be legally entitled to work in Ireland at the time of application.

**Closing date: Monday 28<sup>th</sup> November 2022 at 17:00**

**Interviews:** will be held shortly thereafter