



Database Support Specialist

Role Specification

UCD Foundation engages in fundraising and alumni engagement activity to support University College Dublin in its pursuit of world-class education, teaching, research, and innovation.

We are seeking to recruit an enthusiastic Database Support Specialist who will demonstrate an analytical and logical mind-set with strong problem solving and critical thinking skills. They will be responsible for supporting the Development and Alumni Relations (DARO) team in the maintenance of the University's alumni and fundraising database system, The Raiser's Edge. The Database Support Specialist will be an experienced professional in the field of database management and will be responsible for supporting the Raiser's Edge database and all aspects of donor records and data entry.

Role & Purpose

Support office objectives and operations by maintaining and processing the database of alumni, donors, and organisation contacts, containing approximately 291k records.

The Database Support Specialist will support the Database Administrator and Database Officer.

Key Responsibilities

The Database Support Specialist will be responsible for the following:

- Support the overall integrity of the database, including handling data queries as well as input and output activities
- Produce in a timely manner reports requested from the team and assist with general analysis of data
- Maintain and update the policy and procedure guide
- Update records in a timely manner, to agreed standards
- Seek opportunities to automate processes and tasks where possible to free up time to take on additional responsibilities
- Maintain data confidentiality and ensure compliance with Data Protection Legislation
- Work on data analytical projects to identify trends in information, identification of data quality and data gap issues, tracking and measuring data issues to help management understand detailed information about the business portfolio
- Assist with various type of projects as required
- Assist RE users with questions, and give training
- Manage team queries through JIRA project management software
- Work closely with other systems including UCD InfoHub, MailChimp, Graduway, and Wordpress
- Occasionally co-ordinate a team of part-time data entry assistants
- Plan, record, measure, and report on projects' progress

- Undertake other duties as may be assigned from time to time by the Database Administrator and Database Officer
- May perform general office duties as requested

Required Qualifications

- Third-level qualification or professionally trained with appropriate qualifications

Experience, Skills and Abilities:

- Experience using The Raiser's Edge or similar CRM database
- Highly organised, motivated, flexible and able to use own initiative in a busy working environment
- Strong attention to detail and accuracy
- Familiar with fundraising and alumni relations practices of the organisation
- Proficiency in Microsoft applications in MS Excel
- Ability to manage multiple projects simultaneously while meeting deadlines
- Knowledge and understanding of UCD Foundation's goals and objectives
- Understand the needs and priorities of the organisation
- Ability to work independently with limited supervision
- Ability to work well in a multi-cultural environment with staff, faculty, students
- An eagerness to learn more about database management and gain valuable exposure to all related systems and processes
- Quick to learn software applications

Performance Criteria

Demonstrated initiative and ability to organise and prioritise a diverse workload in a busy environment. Ability to function as a member of a team to fulfil the wider team's responsibilities and pitch in where necessary.

What You can Expect from Us

You will be part of a dynamic fast paced organisation with an entrepreneurial and inclusive culture where you will be working as part of a close knit and collaborative team environment.

Application Procedure

Candidates should submit a Curriculum Vitae and a Cover Letter that specifically address the below points in their application.

Your cover letter should outline:

- your experience in working with databases
- your experience, skills and other attributes of relevance to this role

Please note: Candidates who do not submit a cover letter or who do not address the application requirements above in their cover letter will not be considered.

Salary scale €23,000-€32,000 – This is a one-year contract with the possibility of renewal.

Applications by email to yiru.huang@ucdfoundation.ie

Final closing date for receipt of applications is 5.30 p.m. on Monday, 17th December 2018.