

Data and Systems Officer

Hiring booklet

Deadline for applications:

5pm, Friday 21 January 2022



NALA

National Adult Literacy Agency
Áisíneacht Náisiúnta Litearthachta do Aosaigh

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1. About the National Adult Literacy Agency (NALA)

The National Adult Literacy Agency (NALA) is a charity committed to ensuring that people with unmet literacy, numeracy and digital literacy needs can fully take part in society. According to the last international survey, one in six people in Ireland has an unmet literacy need. One in four people has an unmet numeracy need and one in two people have an unmet digital literacy need.

These unmet needs have devastating consequences for individuals, communities and the economy. People at the lowest literacy and numeracy levels earn less income, have poorer health and are more likely to be unemployed.

Since we were set up by volunteers in 1980, we have been a leading campaigning and lobbying force on adult literacy issues. We have been involved in national policy; tutor training and teaching resources, research and campaigns to support people with these unmet needs.

We are an equal opportunity employer.

See www.nala.ie for more information.

2. About the position we are hiring

2.1 About the position: Data and Systems Officer

As Data and Systems Officer you will lead on the development, maintenance and support of key NALA data systems including Salesforce, Brightspace, Course Merchant and Sharepoint to meet NALA's operational, research and reporting requirements. You will support and train system users both internally and externally in the effective use of these systems. You will collaborate with colleagues on initiatives to improve the efficiency and effectiveness of NALA's data systems.

2.2 Job description

Reporting relationship and key responsibilities

Reporting to NALA's Innovation Manager, you will undertake the following:

Key Responsibilities:

1. Maintain and support key NALA data systems that underpin service delivery and operations which currently include: Salesforce, Brightspace, Course Merchant and Sharepoint. This will include scheduled updates, issue reporting and fixes.
2. Further develop NALA data systems to support service delivery and operations:
 - a. Perform system audits and reviews against NALA requirements.
 - b. Scope new areas for development and systems for deployment.
 - c. Implement and manage agreed development projects in partnership with external contractors.
3. Manage and support the data management processes on NALA systems including:
 - a. Set up, maintain and manage internal and external reporting requirements including Quality and Qualifications Ireland's Business System (QBS) and SOLAS's Programme Learner Support System (PLSS).

- b. Work with NALA's eLearning Engagement Officer to create and maintain reports and data dashboards on Salesforce and Learn with NALA's analytics and reporting system, DOMO.
 - c. Provide training and support for relevant staff.
 4. Support practitioners, centres and learners to utilise Learn with NALA to meet their needs.
 - a. Manage centre enrolment and tutor support.
 - b. Work with the Learn with NALA (LWN) Coordinator and eLearning Engagement Officer to engage, support and communicate updates to stakeholders through e-zines, webinars, training and update meetings.
 - c. Work with NALA's LWN Coordinator and eLearning Engagement Officer to engage and communicate with learners through announcements, Intelligent Agents, emails, help courses, FAQs and open sessions.
 5. Cultivate and maintain collaborative working relationships with NALA staff and external stakeholders including Salesforce, Course Merchant, Desire2Learn (D2L), Instructional Designers, contracted agencies, contractors, Education and Training Boards (ETBs), Quality and Qualifications Ireland (QQI), SOLAS.
 6. Contribute to any Quality Assurance (QA) reviews and updates and explore ways to improve efficiencies and provide technical solutions for evidence gathering needs.
 7. Completing other tasks such as:
 - a. providing regular updates to key NALA staff;
 - b. providing data and statistical evidence;
 - c. preparing and delivering training and presentations to outside organisations;
 - d. liaising with NALA staff; and
 - e. other duties as assigned.

2.3 Experience and qualifications

Applicants should have the following experience, attributes and qualifications.

Essential Criteria:

- Bachelor's degree in Computer Science, Software Development, Business Information Systems, Information Technology, System Administration, Data Analytics or a closely related field.
- 3+ years' experience in a similar role.
- Proficiency in Salesforce, HTML, CSS, Javascript, SQL, MS Microsoft Office (Word, Excel, Powerpoint), Teams and Sharepoint.
- Strong knowledge / experience of IT and eLearning systems.
- Proven track record of developing and implementing IT systems, strategies and plans.
- Strong problem solving and critical thinking skills.
- Passion for learning and technology.
- Excellent communication, organisation and time management, team working skills.
- Strong interpersonal skills and attention to detail.
- Capacity to manage a diverse work load, be self-motivated and to prioritise responsibilities.
- Understand accessibility and how to build systems that meet accessibility requirements and Universal Design principles.
- Understanding and appreciation of NALA's mission and values.

Desirable:

- Salesforce Developer / equivalent certification
- Microsoft Sharepoint Associate / Expert level certification
- Knowledge and experience of working in an educational or not for profit setting and, or with validation processes
- Knowledge and experience of eLearning / CMS platforms including Brightspace,

2.4 Summary of the pay and conditions

Pay: The starting salary for the position will be at a point on NALA's Administrative Officer scale ranging from **€31,739 – €55,966**. Progression on the scale is subject to NALA's pay policy, satisfactory service and NALA's financial resources.

Hours: Full time, 35 hours.

Contract term and probation: The position is initially offered for 12 months on a fixed term basis. The contract will be renewed subject to satisfactory performance and NALA's financial resources. A probationary period of 6 months will apply from your start date.

Location: Sandford Lodge, Ranelagh, Dublin 6. **Please note:** Due to COVID-19 restrictions, the Data and Systems Officer may be initially and periodically working from home.

Annual Leave: 22 days a year subject to NALA's annual leave policy and you working full time (35 hours over 5 days). This is exclusive of the public holidays and privilege days that NALA staff are granted at Easter (Good Friday plus two days) and Christmas (Christmas Eve and all days falling before New Year's Day).

The above represents the primary pay and conditions of service. It is not the complete list which will be included in the employment contract to be agreed with the successful applicant.

3. About the hiring process

How to Apply

Applicants should email the following in one document to recruitment@nala.ie by **5pm, Friday 21 January 2022**

1. A cover letter that outlines why you are applying for the position and how you meet the essential criteria of the position
2. Your current curriculum vitae (CV) with the names of two referees. NALA will not contact your referees without asking you first.

If you do not receive an acknowledgement within 5 days of applying, please email recruitment@nala.ie.

Selection Process

The selection process will include a shortlisting of applicants based on their cover letter and CV. Shortlisted candidates will be called for interview. All applicants will receive an acknowledgement of their application and final notification of the outcome of their application.

Shortlisting

A shortlisting process is done by a panel of persons to select applicants for interview by reviewing their CVs and cover letters against the essential and desirable criteria. The panel will decide which applicants appear most suitable for the position and invite those applicants for interview. Shortlisted candidates may be required to submit further information before the interview.

Interview

NALA will invite shortlisted candidates to interview by a panel. The interview will explore how the candidate meet the essential and desirable criteria and their relevant experience to date. If required, candidates may be called for a second interview and or asked to complete a short task. Further information will be provided

to shortlisted applicants before the interview.

Date of interview: Interviews for this position are provisionally scheduled to take place during the week of 31 January – 4 February 2022. If you are shortlisted, you will be notified of interview dates and arrangements at the earliest opportunity. It will be your responsibility to make yourself available for interview as advised. If you do not attend for interview at the time agreed with NALA, your application will not be progressed.

Candidate Feedback

We will provide you with feedback on your application and or interview if you submit a written request to recruitment@nala.ie.

Confidentiality

Please note that all personal data shall be treated as confidential in accordance with the Data Protection Acts 1988 to 2018.

Canvassing will disqualify

4. Queries

Elaine Mullen

Office Manager

National Adult Literacy Agency

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NALA does not require the assistance of recruitment agencies to fill our vacancies.