**MSLOGO**

**Information Pack**

**Database Operations Officer**

**Based at**

**MS Ireland Dublin Office**

**MS Ireland Background**

**MS Ireland** is the only national organisation working solely on behalf of people living with Multiple Sclerosis and the many thousands of people who share their lives. The aim of the Society is to enable people living with MS to live their lives to their fullest potential, to participate in all aspects of society and to foster research on a national and international basis to identify a cure for Multiple Sclerosis.

***The objectives of the Society are:***

* Facilitate People with Multiple Sclerosis (PwMS) to control their lives and environment, to live with dignity and participate in the community.
* Provide support for the families and carers of PwMS.
* To exchange and disseminate information relating to MS.
* To co-operate with the Medical, Scientific, Social and Caring professions.
* To promote scientific research into the causes of, cure for and management of MS.
* To provide and identifiable focal points by developing an efficient, effective and caring organisation to serve the needs of PwMS.

A wide range of services and programmes have been developed and implemented by the MS Society. These services and programmes are designed specifically to meet the needs of the MS community and to ensure that the fundamental aims of the MS Society are achieved on behalf of the MS community. Such services include:

* National MS Helpline
* MS news magazine
* Information booklets
* Sessional counsellors
* Respite care facilities
* Funds for MS research in Ireland
* National and Regional conferences on MS
* Regional offices with professional staff in each Health Board area
* 39 branches nation-wide

###### Multiple Sclerosis

Multiple Sclerosis is a serious condition, which damages the central nervous system-the brain and the spinal cord. MS occurs as a result of scarring the myelin sheath that insulates cells in the nervous system. This distorts the passage of nerve impulses between the brain and other parts of the body. It interferes with the brain’s ability to control such functions as seeing, walking, talking etc. It’s called multiple because many scattered areas of the brain and spinal cord may be affected and symptoms can be mild or severe and come and go unpredictably.

Multiple Sclerosis is the most common neurological disabling disease affecting young adults throughout Europe. 400,000 people in Europe are directly affected. 8,000 people in Ireland and in some parts of Ireland the rate is 1 in 400. The prevalence is higher in Northern Ireland and Scotland. There is yet no conclusive reason for this although intensive research has been carried out.

The typical age of diagnosis is the late twenties to mid-forties, when family and career are usually the priorities. Twice as many women as men have MS. There is as yet no known cure.

There is no typical MS, it is individual to each person, the progress is unpredictable so one general description or prognosis is not possible. This leads to other problems, not only do people with MS have to learn to cope with the disease, there will also be pressure on members of the family to take on the role of carer.

For more information about Multiple Sclerosis and the Multiple Sclerosis Society of Ireland please see [www.ms-society.ie](http://www.ms-society.ie)

**MSLOGO**

**The Multiple Sclerosis Society of Ireland is now seeking a Database Operations Officer to** manage the existing MS Ireland database (Salesforce) and all operations relating to the storing and processing of data across the organisation. The role may include capacity planning, installation, configuration, database design, migration, performance monitoring, security, troubleshooting, as well as backup and data recovery.

**This important role will require the successful candidate to ensure that;**

* data remains consistent across the database
* data is clearly defined
* users access data concurrently, in a form that suits their needs
* there is provision for data security and recovery control (ensuring all data is retrievable in an emergency).

**The ideal candidate will demonstrate the following;**

* problem-solving and good analytical skills
* communication, teamwork and negotiation skills
* familiarity with the main data manipulation languages and the principles of database design
* the ability to work to tight deadlines under pressure
* good organisational skills
* flexibility and adaptability
* the ability to create and maintain strong working relationships with colleagues and customers
* business awareness and understanding of business requirements of IT
* a willingness to keep up to date with developments in new technology
* a commitment to continuing professional development (CPD)
* an understanding of information legislation, such as the GDPR Data Protection Act.

**Necessary Qualifications**

1. Third level Business or IT qualification
2. Full Clean drivers Licence

Please see full person specification and background requirements in the job description.

Applications with CV and Covering Letter outlining salary expectation to

[jobs@ms-society.ie](mailto:jobs@ms-society.ie) REF: Database Operations Officer

*MS Ireland is an Equal Opportunities Employer*

**Closing Date: Friday 24th January 2020**

**MS Ireland does not require the assistance of recruitment agencies at this time**

**JOB DESCRIPTION**

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| **Job title:** | Database Operations Officer |
| **Location:** | MS Ireland National Office, based in Dublin |
| **Purpose:** | To manage the existing MS Ireland database (Salesforce) and all operations relating to the storing and processing of data across the organisation. The role may include capacity planning, installation, configuration, database design, migration, performance monitoring, security, troubleshooting, as well as backup and data recovery. |
| **Contract Duration:** | Permanent subject to 6 month probationary period. |
| **Hours:** | Full Time 35 hours per week – flexibility required |
| **Reports:** | Services Development Manager |
| **Key Liaisons:** | The above, MS Ireland National Fundraising, Finance and Regional teams, software providers (salesforce), platform contacts (Everyday hero, facebook etc..) and volunteers |

**Key Responsibilities:**

As a Database and Operations Officer, you'll be required to:

* establish the needs of users and monitoring user access and security
* monitor performance and manage parameters in order to provide fast responses to front-end users. Providing training to other users as required
* establish data quality checks and audits
* support the organisation to establish monthly reporting to analyse performance
* map out the conceptual design for a planned database
* consider both back-end organisation of data and front-end accessibility for end-users
* refine the logical design so that it can be translated into a specific data model
* further refining the physical design to meet system storage requirements
* install and test new versions of the database management system (DBMS)
* maintain data standards, including adherence to the Data Protection Act
* write database documentation, including data standards, procedures and definitions for the data dictionary (metadata)
* control access permissions and privileges
* develop, manage and test back-up and recovery plans
* ensure that storage and archiving procedures are functioning correctly
* carry out capacity planning
* work closely with the Fundraising, Communications Finance team, IT project managers, database programmers and multimedia programmers to support all data requirements for Finance, Campaigns and Organisation strategic projects
* communicate regularly with technical, applications and operational staff to ensure database integrity and security
* commission and install new applications and customise existing applications in order to make them fit for purpose
* manage the security and disaster recovery aspects of a database.

**PERSON SPECIFICATION**

**Education**

1. Third level qualification in Business or Marketing.
2. IT Skills (ECDL course desirable)
3. Full Clean Driving Licence with access to a car

**Experience**

A minimum of 3 years post qualification experience in a IT, Database Management or Data Analyst

**Knowledge & Skills**

1. Excellent organisational and administrative skills.
2. Excellent communication and interpersonal skills.
3. Experience with the main data manipulation languages and the principles of database design
4. Proven IT skills to include MS Word, Excel and Powerpoint (ECDL qualification preferable) as well as Salesforce CRM or similar.

**The above is a guide to the nature of the work required. It is not wholly comprehensive or restrictive. This job description will be reviewed in line with business needs.**