

ABBAY THEATRE AMHARCLANN NA MAINISTREACH

ABBAY THEATRE Amharclann na Mainistreach | Job Description

JOB TITLE:	Business System Support
RESPONSIBLE TO:	Database Manager
CONTRACT	2 year fixed term contract

“to bring upon the stage the deeper emotions of Ireland”.



The Abbey Theatre is Ireland’s National Theatre, and a significant part of its role is to reflect our evolving cultural, political and social identity. We do this through the creation, development and production of theatre that seeks to interrogate, challenge, gather and inspire a nation and its people, locally, nationally and internationally. We’ve held this inimitable place in the Irish cultural landscape for over 116 years, since before the formation of the Irish state.

PURPOSE OF JOB

The Abbey Theatre is looking for an energetic and pro-active candidate for a new Business Systems Support role. The ideal candidate is someone who enjoys a role where their efforts make a real and visible difference to the processes and people in an organisation.

This role will assist with the management, operation and support of the Tessitura CRM System, Microsoft 365, Company Intranet and other related integrated systems and databases at the Abbey Theatre. The role will develop business processes that use these and other systems to enhance the daily experience and processes for both the Abbey Theatre's customers and staff.

This is a new role and will report to the Database Systems Manager.

RESPONSIBILITIES

Duties of this role will include but are not limited to:

System Administration & Support

- Management and Administration of Microsoft 365, Tessitura CRM System, and other business systems.
- Maintenance and upgrades of Tessitura Software and related components (e.g. N-Scan, Dashboards, Report Server, Credit Card server, Seat Server).
- Provide Technical support for staff using Microsoft 365, Tessitura Software and related components.
- Administration and maintenance of Microsoft SQL Server databases and servers.
- Communication with 3rd party providers on escalated support requests and enhancement requests.
- Maintain and support integration of database systems including Tessitura Software integration with Websites, other software and databases.

- Maintain and support Microsoft 365 business process applications such as Power Automate, MS Forms and Approvals.
- Proactively maintain data integrity by creating data entry standards and monitoring data auditing reports.

Project Management

- Coordinate communication between Systems stakeholders within the organisation.
- Manage projects for development of processes that use and enhance Systems at the Abbey Theatre.
- Training for staff on all aspects of Tessitura CRM System, Microsoft 365 and other relevant business systems.
- Providing guidance to staff and leadership regarding access and use of data.
- To drive and co-ordinate inter-departmental use to maximum effect across the whole organisation of software systems such as Microsoft 365 and Tessitura CRM.

Reporting and Business Analysis

- Work closely with CRM System users to establish design and programming of custom reports and custom components.
- Use SQL queries to develop and enhance existing reports or to run ad-hoc reports as necessary.
- Provide Business Analysis support via SQL, Extractions, Reports and List Manager for strategic and ad hoc reporting requests for CRM System users.
- Work closely with internal departments to analyse and identify the business requirements and subsequent specification of new, or changes to existing business systems processes.

General

- Liaise with IT related stakeholders and HODs to identify, develop and implement processes and products as required.
- Liaise with the Abbey IT partners and pro-actively monitor and manage IT projects and support tickets as required.
- Representative for the Abbey Theatre in the global Tessitura Network.
- Advisory role to support other departments in relation to database technology selection, integration and data conversion.
- Keep up to date with emerging trends in technology in relation to the Arts industry.
- Representing the organisation at relevant external and internal meetings and events when required
- Undertake any other tasks as may be deemed reasonable and appropriate.

PERSON SPECIFICATION

- At least 2 years' experience of enterprise level IT Systems support and administration
- Experience in administration and management of Microsoft 365 platform and business tools such as Power Automate and Forms.
- Experience of Microsoft SQL Server or similar database administration
- Experience in SQL report queries and programming
- Knowledge of SQL Server Reporting Services and report design.

- Excellent relational database system knowledge.
- The ability to coordinate internal and external projects and ensure they remain within scope, schedule, and defined budgets
- Experience with Ticketing and/or CRM systems an advantage.
- Ability to provide an informed, calm and reassuring IT support to end users.
- Excellent documentation skills.
- Excellent communication skills and the ability to collaborate effectively with colleagues, other internal teams and external stakeholders.

TERMS AND CONDITIONS

- **Post:** This is a 2 year fixed term post
- **Hours:** Standard hours are 40h per week Monday to Friday. This post may require flexibility and availability to work evenings or weekends when required
 - **Annual Leave:** 24 days per annum (including Good Friday & Christmas Eve) pro rata
 - **Public Holidays:** 9 Public holidays per annum.
 - **Pension/PRSA:** The Abbey Theatre provides employees with access to a pension/prsa scheme and will match contributions up to 5.5% of salary. Employees must contribute a minimum of 3% to avail of employer contributions. Contributions are made through payroll.
 - **Life Assurance:** The Abbey Theatre Group Life Assurance plan provides a benefit to all employees of 4 times annual salary in the event of death while in service.
 - **Bike to work/ Bus Eireann/Luas/ Dart Tax Saver**
 - **Employee Assistance Programme:** Confidential service for all employees and their family.
 - **Staff Complimentary Tickets:** 1 or 2 complimentary tickets for each show at the Abbey / staff discount for friends and family

APPLICATION PROCESS

To apply, please send the below information:

- Up to date CV
- Cover letter
(Outlining why you want this particular post and highlighting the skills and experience that you could contribute)

Agnieszka Myszka HR Generalist
recruitment@abbeytheatre.ie

The closing date for applications is 5 pm on **Monday 10th January 2022.**

The Abbey Theatre is an equal opportunities employer