



Job Description

Title: Ungerboeck Software Application Analyst

Reporting to: Library & Information Systems Manager

Job Purpose: The Ungerboeck Software Application Analyst is responsible for the operational running and development of the Ungerboeck venue management system in line with the business objectives of the RDS Commercial Sales and Operations Departments

Key Responsibilities

1. Support the Project Manager in the optimization of the Ungerboeck Software system, including Business Process Optimization, implementation of functionality and integration with other RDS business systems such as Sun Accounts.
2. Provide support and training (both introductory and refresher) to users of the Ungerboeck Software system, including the development of training manuals and other tools as needed.
3. Development of a RDS specific knowledge base that can be used for 1st and 2nd level support.
4. Ensure that the process and configuration documentation for Ungerboeck Software is accurate and up to date.
5. Day to day System administration (User Setup, role access management etc.) of Ungerboeck Software system to ensure that it is operating satisfactorily.
6. Incident and problem management for Ungerboeck including liaison with the 3rd Level Support Provider.
7. Implementation of Ungerboeck Software upgrades (to take advantage of new features and to stay current with supported releases) and co-ordination of user acceptance testing with the business Super Users.
8. Patch management for bug fixes.
9. Pro-active vendor management of Ungerboeck Software to ensure that defined service levels for support are being met.
10. Monitor on-going enhancements in Ungerboeck Software in order to further develop and enhance the usage of the Ungerboeck software in the RDS.
11. Developing the business case, including budget management, for new modules or enhancing the usage of existing modules.
12. Drive the implementation of Ungerboeck Software and associated process change.
13. Develop, in conjunction with the business, financial, operational and ad-doc reports from Ungerboeck system data that are accurate.
14. Monitor data quality within Ungerboeck Software and propose remedial actions to the business where required to ensure integrity of business intelligence reporting, with particular reference to financial reporting.
15. Oversee the maintenance of the system integrity to ensure constant and accurate data entry, updating and cleansing of client information including regular de-duplication exercises.
16. Support the business in terms of data analysis to support process improvements and revenue generating activities.

17. Participation in Internal RDS User Groups as well as the external Ungerboeck Software User Group to ensure active engagement with peers in the Venue and Event management sector.
18. Liaise with the Information Systems team to troubleshoot network and server issues affecting the database.
19. Maintain data standards, with responsibility for adherence to the Data Protection Acts for all RDS Commercial and Operations programme data.
20. Ensure back-up and recovery plans are tested and implemented.
21. Participate in any other RDS projects, events, activities or duties as directed by the Library & Information Systems Manager, Venue Director and/or Chief Executive.

Person Specification

Personal Attributes:

- Must be highly conscientious and organised with excellent attention to detail.
- Must be process orientated and have a structured approach to work.
- Possess a flexible approach to work and enjoys working with others, as well as on his/her own.
- Smart, professional manner and presentation. Please note that the dress code in the RDS is business attire.

Work Experience:

- At least 3 years' experience supporting business applications including the development of management information reports from the underlying database.
- Direct end user support for business users.
- Project life cycle from analysis through to deployment.
- Supporting business applications driven process change.
- Usage of the ITIL process model.
- Financial experience would be very advantageous.

Skills:

- Knowledge of business applications specifically ERP systems (note while direct knowledge of the Ungerboeck venue management software would be desirable it is not essential).
- Knowledge of database concepts and SQL Server Statements and reporting services.
- Proven excellent database skills to include accurate maintenance of data quality.
- Knowledge of business intelligence and report writing tools (note the RDS currently utilises Crystal Reports as its main reporting tool).
- Must possess analytical and problem solving skills.
- Ability to communicate effectively with end users and management
- Excellent Excel 2016 skills – Level 3 essential.

Qualifications:

- A 3rd level qualification in a relevant subject such as IT, Computer Science or Data Analytics.

All interviewed candidates will be asked to undertake skills tests which are relevant to the role.