



An Cosán is currently seeking a talented **IT project manager** to join our team. This role plays a critical part in the successful implementation of a new CRM system which will enable the transformation of service delivery and work practices in the organisation.

The role requires a highly experienced profession who has previously led CRM implementation projects in similar type organisations. The role holder will need to have excellent communication skills as they will work with a third-party vendor and engage with all stakeholders across the organisation to ensure that the project is properly scoped, planned and delivers the most effective solution for the organisation. The IT project manager will carry out all tasks related to the management of the project and prepare documentation to support and drive the project ensuring it comes in on time and on budget.

The successful candidate will be flexible, hardworking and have excellent organisational and communication skills. They will be technical, have good multitasking skills and attention to detail.

If you enjoy rolling up your sleeves and getting involved in all aspects of CRM system implementations, then this role is perfect for you!

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|-------------|---------------------------------------------|
| Job Title: | IT Project Manager |
| Reports to: | Corporate Services Manager |
| Contract: | 18 months – 2 days per week, flexible hours |
| Probation: | 9 months |
| Location: | Tallaght, Co Dublin |

An Cosán

An Cosán (Irish for 'The Path') is Ireland's largest community education organisation. The mission of An Cosán is to bring about social equality and an end to poverty through community-based adult education, the provision of early years supports, wrap around counselling services, and empowering social enterprise development. Over the past three decades, we have supported over 18,000 people to reach new pathways to empowerment via community education. Using innovative technology to deliver virtual access to its range of learning programmes An Cosán now reaches communities across Ireland.

Key Responsibilities

- Lead on the development and delivery of the CRM system implementation project, resulting in a single view of our learner, allowing An Cosán to drive through efficiencies and improvements to support learners and staff
- Work with a third-party vendor to produce a project plan using established project methodology practices to scope, design and implement a new CRM system
- Update and brief the Board, CEO and senior management team as appropriate
- Manage and maintain relationships with external providers, to ensure effective application and delivery of CRM
- Develop an approach which can be applied across the organisation to simplify process and optimise the use of the new CRM system.
- Oversee the integration with existing systems and the retirement of systems no longer required
- Work closely with internal stakeholders to ensure that the CRM system is effectively implemented and used in all teams across the organisation
- Support the development of highly effective communications and training plans to ensure staff are aware of all aspects of the project, bought into the changes and receive sufficient training to gain maximum benefit of the system

Essential Skills and Core Competencies

- Excellent IT and project management skills
- Excellent organisational skills including attention to detail and multitasking skills
- Ability to take ownership and drive issues through to completion
- Proven ability to be flexible and work hard, both independently and in a team environment, with changing priorities
- Excellent communication and presentation skills
- Strong analytical and decision-making skills
- Adaptability and ability to work on own initiative, with a focus on deadlines
- Show initiative and develop creative solutions if change is required
- Strong stakeholder management and influencing skills

Experience and Knowledge

Essential

- Degree in Computer Science, or related field or commensurate experience
- At least 5 years previous experience working as an IT project manager
- Previous experience project managing a CRM system implementation
- A project management qualification
- Comprehensive understanding of Microsoft Dynamics
- Excellent knowledge of project management tools such as MS Project
- Strong knowledge of Microsoft Office

Desirable

- Previous experience working for non-profit organisations
- Good facilitation skills
- Previous experience working with Sage packages and Salesforce
- Previous experience of learning management systems

Application Process:

Please email the following documents to jobs@ancosan.ie with subject line clearly marked **IT Project Manager** role:

- Cover letter
- Curriculum Vitae

This role is funded by...

