

National Apprenticeship - Occupational Profile

Apprenticeship Title IFS Advanced Specialist

The concept of this apprenticeship is for it to be dynamic. For example this year Data Analytics and Fintech are the required specialisms and next year the area of Regtech will have a corresponding specialist education programme embedded as an option into this apprenticeship programme.

NFQ Level 9

Duration 2 Years

**Typical tasks/
responsibilities**

- Provide support and maintenance to existing management information systems (MIS)
- Generate and distribute management reports in accurate and timely manner
- Develops MIS documentation to allow for smooth operations and easy system maintenance
- Provide recommendations to update current MIS to improve reporting efficiency and consistency
- Perform data analysis for generating reports on periodic basis
- Develop MIS system for customer management and internal communication
- Provide strong reporting and analytical information support to management team
- Generate both periodic and ad hoc reports as needed
- Understand customer problems and provide appropriate technical solutions
- Analyze business information to identify process improvements for increasing business efficiency and effectiveness
- Participate in cross-functional meetings to resolve recurring customer issues
- Provide customer support and assistance in issue troubleshooting and resolution

On successful completion, the IFS Advanced Specialist will:

Knowledge

Knowledge and understanding of;

- Interpreting data, analyse results using statistical techniques and provide ongoing reports
- Developing and implementing data collection systems and other strategies that optimize statistical efficiency and data quality
- Acquisition of data from primary or secondary data sources and maintain databases/data systems
- Identification, analysis and interpretation of trends or patterns in complex data sets
- Filtering and “cleaning” data, and reviewing computer reports, printouts, and performance indicators to locate and correct code problems
- Working closely with management to prioritize business and information needs
- Locating and defining new process improvement opportunities
- Of and experience with reporting packages (Cognos etc.), databases (SQL etc.), programming (XML, Javascript, or ETL frameworks)
- Of statistics and experience using statistical packages for analysing large datasets (Excel, SPSS, SAS etc.)
- Of database concepts, experience with data loading, Oracle/MS MSQL/PL/SQL or similar coding experience

Skills

- Strong analytical skills with the ability to collect, organise, analyse, and disseminate significant amounts of information with attention to detail and accuracy
- Technical expertise regarding data models, database design development, data mining and segmentation techniques
- Solid grasp of current technology developments and trends and desire to continue broadening that knowledge
- Capacity to deal logically with difficult problems and anticipate new situations
- Excellent written and verbal communication skills, including experience communicating technical information to non-technical staff
- Ability to work in pressure situations to meet required deadlines
- Ability to develop and/or modify specifications, configurations, and programs to meet specified requirements.
- Able to manage, prioritize, and schedule multiple projects on ongoing basis

Competences

- Statistical fluency, investigative creativity, and analytical rigor
- Digs deep into datasets to uncover trends and patterns
- Commitment to continuous improvement in organizing and technical systems
- Communicates effectively to non-technical teams and thrives in a dynamic environment
- Strong leadership, inter-personal and motivational skills
- Credibility at all levels, on business and technical subjects
- Highly organised
- Quality and service focused
- Excellent communication skills
- Self-Motivation
- Drive and determination to deliver
- Ability to work to tight deadlines and to function successfully under pressure
- Organised with good attention to detail and an ability to prioritise workload and objectives for yourself and others
- Team player with a confident outgoing personality
- Strong written and verbal presentation and communication skills
- Structured and methodical in problem solving
- Technical awareness of future products, concepts and standards
- Proactively seek and implement solutions for improvement
- Demonstrate a sense of joint ownership of issues that affect the company

Industry/industries served by the apprenticeship

International Financial Services and associated Professional Services companies