

## **Resource Management & Analytics Specialist**

### *Professional Services*

#### **About us:**

Redfaire is a growing, international technology company headquartered in Limerick, Ireland. Redfaire helps global organisations modernise their JD Edwards environments, migrate to Oracle Cloud Infrastructure (OCI), and unlock value through automation, analytics, and innovation.

#### **About the role:**

The Resource Management & Analytics Specialist is a busy and varied role within Professional Services supporting a range of activities across our delivery teams with primary focus on consultant resource allocation and project reporting.

The successful candidate will act as a trusted business partner to delivery leadership, project managers, and consultants. They will be responsible for optimising the allocation of resources across projects, ensuring that the right skills are deployed at the right time to meet delivery commitments. This critical role will manage accurate scheduling, capacity planning, data maintenance, project reporting and stakeholder engagement.

This is a full-time, permanent role which may operate in a hybrid working arrangement based part-time from our Limerick city headquarters.

#### **Responsibilities:**

Key accountabilities of this role will include (but are not limited to):

##### **Resource Scheduling & Allocation:**

- Allocate resources to projects based on scope, deadlines, and required skillsets.
- Match consultant availability with project demands while optimising utilisation.
- Maintain an accurate view of capacity, availability, and workload forecasts using appropriate scheduling tools.
- Track adherence to Statements of Work (SOWs) and agreed targets including scheduling turnaround time.
- Monitor over-and-under utilisation and proactively work with managers to rebalance workloads.
- Coordinate assignment changes, backfills, and re-allocation as project needs evolve.
- Ensure schedule changes are communicated promptly to project managers and team members.

##### **Data Management & Reporting:**

- Maintain accurate and up to date data within the resource management system including assignments, availability, holidays, and skill profiles.
- Produce regular reports on utilisation, capacity, resourcing risks, project activities.
- Perform initial review and analysis of report data, identifying and highlighting anomalies or risks to the relevant manager.

##### **Stakeholder Collaboration & Continuous Improvement**

- Work closely with Resource and Project managers to understand resourcing needs, priorities and constraints.
- Identify potential resource gaps, scheduling conflicts or delivery risks early and escalate appropriately.
- Support Project Managers and Professional Services leadership team with follow up on data anomalies, data fixes, reporting re-runs and data updates to other teams – Back Office, Global Support etc...
- Support initiatives to enhance forecasting utilisation, and reporting accuracy.
- Contribute to standardisation of resourcing & reporting workflows across the organisation.

**Qualifications & Previous Experience:**

- Education: Bachelor's degree in Business, Management or related discipline preferred.
- 2–4 years' experience in scheduling, resource coordination, workforce planning, or relevant project support roles.
- Experience in an IT/Software/Consulting role is advantageous; exposure to IT Managed Services and/or Project Delivery is desirable.
- Highly organised, resilient, and able to manage multiple priorities in a fast-paced environment.
- Experience with CRM, Scheduling and Reporting tools (HubSpot, Jira, MS Project or similar).
- Advanced Excel skills essential; experience with data analysis tools and software (e.g., SQL, Tableau, Power BI) desirable.
- Demonstrated capability of data reporting tools and ways of working – “Slicing and dicing of information”. Prior experience of data analysis and data anomaly detection is required.
- High level of attention to detail and ability to work on multiple tasks simultaneously. You should have a proactive and hands-on approach to keep assigned tasks moving and ensure high quality deliverables are produced on time.
- An understanding of ISO or equivalent compliance standards is desirable but not essential.
- You should have a keen aptitude and desire to learn new competencies and skills. The role requires creativity, responsiveness and an adaptive manner in a dynamic environment.
- Excellent communication and stakeholder management skills, with the ability to engage effectively with senior leaders and geographically dispersed teams.

**What we offer:**

- Career growth within an expanding global award-winning Oracle Partner recognised for excellence.
- Supportive team culture with ongoing training and mentorship.
- Competitive salary and benefits package.
- Opportunity to engage in flexible working arrangements, including remote options, to help you maintain a healthy work-life balance.

Redfaire is an equal opportunities employer. We are committed to building an integrative culture where everyone feels welcomed and supported. Our inclusive workplace provides an environment that will support your development no matter your gender, civil status, family status, sexual orientation, religion, age, disability, education level, or race.

**To apply:**

Send your CV to [careers@redfaire.com](mailto:careers@redfaire.com) with your name and 'Resource Management & Analytics Specialist' as the subject.