

# Job Description

## Global Data Services- Intern

### Purpose

The Global Data Services Intern's role supports regional data services requests in-line with data hygiene & validation, data enhancement & enrichment and data acquisition. This individual must be a 'do-er' who is bold in how they get things done.

<b>Job Information</b>
<b>Internal Job Title:</b> Global Data Services - Intern
<b>Department:</b> Global Marketing
<b>Reports To:</b> Global Data Services Manager
<b>Summary</b>
<p>This is an incredibly exciting time to join a fast-growing, fast-paced global technology company. IFS has grown at 3-4x the average industry revenue growth rate for the last 10 quarters and counting. As our organization continues on its growth trajectory, our programs and functions continue to mature. We need energetic, creative and focused individuals to join us in this next phase of our journey – and bring new perspectives to the table!</p> <p><i>Elemental to achieving our growth targets is enabling our global partner ecosystem. This ecosystem of partners enables IFS to sell, implement and support a broader set of IFS customers around the world. Our company's strategy hinges on the success of our partner program.</i></p> <p>The Global Data Services Intern has a role that supports two primary functions in the global marketing team (1) support of regional and business unit data services requests, (2) Assisting in project tasks as delegated by the Global Data Services Manager.</p>
<b>Essential Duties and Accountabilities</b>
<ul style="list-style-type: none"> <li>• Ensure accuracy of data and work to identify/mitigate recurring issues</li> <li>• Ensure security compliance in accordance with GDPR and all other major regulatory laws</li> <li>• <b>Data Services for Regions:</b> <ul style="list-style-type: none"> <li>○ <b><i>The work conducted will be delegated by the Global Data Services Manager – and may include projects such as:</i></b></li> <li>○ Perform bulk updates to CRM records (customer, contact and business activity)</li> <li>○ Perform data hygiene checks, which include duplication checks</li> <li>○ Update and enhance CRM customer records (firmographic and demographic information from 3<sup>rd</sup> party tools, as well as IFS customer information on product and 'go live' date)</li> </ul> </li> </ul>

<ul style="list-style-type: none"> <li>▪ Update main representatives on customer records</li> <li>▪ Undertake ZoomInfo requests to enrich IFS data in CRM</li> <li>▪ Undertake ad hoc uploads of business activities as requested by internal clients</li> <li>○ Manage data-as-a-service requests with HG Insights (acting as liaison with regions)</li> <li>○ Update customer information such as Go live date, IFS version etc.</li> <li>○ Deleting unsubscribed contacts without any connected business activities</li> <li>○ Enter Case Study information such as adding the asset URL, Case study dates etc.</li> </ul>
<b>Overall Required Competence</b>
<ul style="list-style-type: none"> <li>• Interest in CRM systems, including data hygiene, reporting / querying, and analysis</li> </ul>
<b>Required Education &amp; Experience</b>
<p><b>Essential:</b></p> <ul style="list-style-type: none"> <li>• An ongoing degree in Business IT or Information Technology.</li> <li>• Ability to work in a fast-paced, ever-changing environment.</li> <li>• Should be customer centric and have good business communication skills</li> <li>• Work effectively individually or in a team-oriented, collaborative environment with great interpersonal skills</li> </ul> <p><b>Desired:</b></p> <ul style="list-style-type: none"> <li>• Strong affinity for accuracy – and a data lover at the core</li> <li>• Fluency in MSFT Excel will be an added advantage.</li> </ul>

**INTERNAL USE ONLY: Document Revision History**

Rev.	Date	Owner	Remarks
V1.0	05.09.2019	Lina Larsson	Created document template
V2.0	26.03.2021	Catherine Kirkby	Updated to reflect new branding

The content in this document reflects the primary focus but is not exhaustive and can be subject to changes in accordance with evolving business needs without prior notice.