

POSITION DESCRIPTION

Position Title	Systems Administrator
Time Commitment	Part time (0.6 FTE), permanent
Location	Hybrid/ Level 1, 250 Queen St, Melbourne
Award Classification	SCHADS 5
Salary	\$91,879 per annum pro rata (plus superannuation and salary packaging)

ABOUT THE ORGANISATION

WHO ARE WE?

We are an Australian-based organisation, resourcing diverse women's rights organisations primarily in Asia and the Pacific, and contributing to global feminist movements to advance our vision of gender equality for all.

VISION Gender equality for all

PURPOSE To defend and advance the rights of diverse women and girls

VALUES Feminist, Accountable, Collaborative, Transformative

OUR GOALS 2020-2023

1. Resource and contribute to a resilient and vibrant feminist movement
2. Promote systemic change towards gender equality for all
3. Build a resilient and relevant feminist organisation

IWDA is an Australian-based organisation, resourcing diverse women's rights organisations, primarily in Asia and the Pacific, and contributing to global feminist movements to advance our vision of gender equality for all.

We resource the work of diverse women's rights organisations, enable them to be more effective by providing support that goes beyond money, and we make our own contributions to feminist movements through advocacy, knowledge creation and translation.

As part of this contribution, we take actions to decolonise our approach to feminism and development. We want to become the best we can be in the world at north-south partnerships. This means we seek to understand and leverage our locational power so that we know when to:

STEP UP and use our power to leverage resources and access for women's rights organisations, and make our own contribution to feminist movements

STAND WITH feminist movements in solidarity and amplify the work of global south actors

STEP BACK when others are better placed to take the lead.

International Women's Development Agency (IWDA) has an EO exemption (H69/2022) and requests applications from women (including trans women) and non-binary people only.

*IWDA welcomes people with different skills and life experiences, and encourages women from culturally and linguistically diverse backgrounds, women with disabilities and First Nations women to apply. **Preference will be given to applicants who have experience in, or strong community ties to, one of the countries in which IWDA supports partners.***

Any offer of employment will require a National Police Check and endorsement of IWDA's Child Protection Code of Conduct. All applicants must be legally entitled to live and work in Australia.

POSITION SUMMARY

Working in collaboration with the Business Transformation and Finance departments, the Systems Administrator takes ownership for administrating IWDA's cloud-based management systems, primarily but not limited to Salesforce CRM and NetSuite ERP; provision of technical support and training to key staff; and contributing to digital transformation and platform consolidation processes.

The System Administrator's technical skills and understanding of usability are key in driving the success of the platforms across our workforce, and to deliver high quality donor stewardship. As an important enabler to staff, the Systems Administration will demonstrate initiative and a consultative approach, working with managers to ensure systems are running smoothly and meeting organisational needs.

KEY RELATIONSHIPS

Reports to:	Operations Manager
Internal:	Operations Coordinator, Director BT, Fundraising, Communications and Development teams, Chief Financial Officer, Corporate Finance Manager
External:	Consultants, Salesforce Partner

KEY RESPONSIBILITIES

1. Salesforce Administration

- Oversee and manage business rules, business processes, and governance of Salesforce
- Manage all basic administrative functions including user maintenance/managing profiles, modification of page layouts, generation of reports and dashboards, process builders, workflow rules and validation rules, and other routine tasks
- Configure objects, fields, layouts and ensure alignment with business requirements and existing security structure
- Work with finance, fundraising and development teams to manage processes for: donations entry, import processing, banking and receipting
- Automate processes where possible using Salesforce Process Builder, Flows, Validation Rules, and Non-profit Success Pack (NPSP) features such as Engagement Plans and Levels
- Creation of reports and performance dashboards to track key business metrics to assist with analytics and offer the team information and insight to make decisions
- Work with the development and executive teams to implement grant management and strategic stakeholder components including data import, testing and adaptation.

2. Salesforce Governance

- Document, maintain and deploy business rules and processes
- Streamline changes by creating a Salesforce CRM governance process
- Create and lead a CRM Governance Committee as part of the new governance process
- Plan ahead for upgrades, seasonal releases and long-term projects
- Maintain relationships with Salesforce Developers, Consultants or Partners
- Support audit with reporting and documentation as needed

3. System and Process Improvement

- Collaborate with the Finance team and external technical partners in the optimisation of the Netsuite ERP including optimising user experience design, data integrity and analytics and security controls
- Collaborate with the Operations team in the consolidation of existing platforms, planning and implementation of new systems
- Train and support to staff of all levels in the use of Salesforce CRM, Netsuite ERP and other specialised systems as required, develop user guides as needed
- Drive uptake of and engagement with systems

- Commitment to ongoing learning and development to provide the best advice and support possible to the organisation

4. Other

- Provide back up and support within the team as may be required from time to time
- Contribute to IWDA's efforts to become more anti-racist and inclusive by actively participating in the initiatives articulated in IWDA's River of Change

SELECTION CRITERIA

Technical Experience	Behavioural Competencies
<p>Essential</p> <ol style="list-style-type: none"> 1. Experience managing technical projects 2. Experience working with a fundraising CRM environment such as Salesforce NPSP 3. Knowledge of data integrity and its complexities 4. Demonstrated ability to meet deadlines and to handle and prioritise simultaneous tasks 5. Creative and analytical thinker with strong problem-solving skills 6. Ability to assess the impact of new requirements on Salesforce and other systems 7. Willingness to work toward Salesforce Certified Administrator accreditation 8. Change management skills <p>Desirable</p> <ol style="list-style-type: none"> 9. Strong understanding of the Salesforce platform, with the ability to build custom apps and objects, formula fields, flows, custom views, and other content of intermediate complexity 10. Strong understanding of Salesforce and/or Netsuite best practices and functionality 11. Understanding of agile methodology 	<ul style="list-style-type: none"> • Valuing Diversity • Empowerment • Managing Work & Quality • Acting with Transparency • Building Trusting Relationships • Collaborating for success • Learning, Improving & Adapting • Judgement & Decision Making

GENERAL CONDITIONS

All IWDA staff and volunteers are required to:

- Support and demonstrate IWDA's Values and Behavioural Competencies
- Act at all times in accordance with IWDA's Code of Conduct and Policies
- Act at all times in accordance with IWDA's Child Protection Policy and Code of Conduct
- Undertake a police check prior to commencement and every two years thereafter
- Comply at all times with IWDA's Occupational, Health, Safety & Wellbeing Policy and practices

TRAVEL REQUIREMENTS

Not applicable