

## Position Description

<b>Position Title</b>	Database and IT Administrator
<b>Location</b>	Remote/Hybrid
<b>Team</b>	Shared Services
<b>Competency Level</b>	Individual Contributor L2

<b>Main purpose of position</b>	As a Database and IT Administrator reporting to the Senior Manager, Shared Services. You'll play a crucial role in managing data within our CRM (Salesforce), ensuring accurate import, organisation, cleaning, reporting, and extraction for various programs in Salesforce. As the Database and IT Administrator you will assist with all areas of the organisation in aspects of Database and IT management.
<b>Position reports to</b>	Senior Manager, Shared Services
<b>Direct reports to this position</b>	Nil

<b>Key Competencies</b>	
<b>Database Management:</b>	
<ul style="list-style-type: none"> <li>• Administer and maintain Salesforce, ensuring data governance, user management, and data integrity.</li> <li>• Support data segmentation and automation, ensuring data imports and extractions are accurate.</li> <li>• Develop dashboards and reports to support business goals.</li> <li>• Serve as the primary liaison with our external CRM provider.</li> <li>• Drive efficiencies through automation and identify areas for improvement.</li> <li>• Design scalable, best-practice solutions based on requirements and feedback.</li> <li>• Troubleshoot and resolve issues within Salesforce.</li> <li>• Collaborate across business areas to optimise Salesforce for data capture, processes, insights, and reporting.</li> </ul>	
<b>IT Support:</b>	
<ul style="list-style-type: none"> <li>• Provide support and administration for our Microsoft platform including SharePoint and Microsoft Teams.</li> <li>• Serve as the primary liaison with our external IT provider.</li> <li>• Liaise with internal and external stakeholders to resolve technical issues.</li> <li>• Ensure compliance with IT Policies and Procedures.</li> <li>• Contribute to operational improvements, monitor system performance, and seek opportunities for enhancements.</li> </ul>	

- IT equipment management.
- Manage and maintain accurate IT documentation.
- Ensure compliance with data policies and train staff in system optimisation.
- Engage in ongoing improvements to IT systems and projects, aligning with operational requirements and coordinate and manage IT projects and initiatives as required.

**Knowledge and Skills:**

- Experience and ability with data entry, using Salesforce and Sharepoint systems.
- Proven ability to implement Salesforce configuration changes, including Flow, assignment rules, approval processes, and more.
- Strong data management skills to improve Salesforce data quality.
- Proficiency in Microsoft Office suite of tools
- Ability to apply project coordination skills to a variety of ongoing projects simultaneously to maximize efficiency and performance
- Reporting and analytical skills
- Keen attention to detail
- Experience working in Not For Profit organisations preferred.

**Key Competencies:**

- Strategic Thinking
- Creativity and Innovation
- Great Interpersonal and Communication Skills
- Data-Driven Decision Making
- Ability to Work Under Pressure

**Experience:**

- 1-2 years of experience in Database Administration and IT support.

**Qualifications, Certificates and Training**

- Tertiary qualifications or diploma in a relevant IT discipline or relevant experience.
- Current working with vulnerable people check or equivalent as required by the relevant Australian State or Territory.

<b>Manager Signature</b>		<b>Date</b>	
<b>Employee Signature</b>		<b>Date</b>	