POSITION DESCRIPTION

Position Title: Digital Support Officer

Work Level: Operational

Reports To: Digital Information Manager

Direct Reports: This position does not have any employees reporting into it

Position Overview

Reporting to the Digital Information Manager, the role assists with the planning and implementation content creation, functionality, processes, and systems across all ACON digital platforms including the website and intranet.

In this role, you will also establish and maintain strong working relationships with internal and external stakeholders to ensure a collaborative and integrated approach to the work of the organisation.

About the Digital Information Team

The digital information team provides development and delivery of digital infrastructure within ACON, including managing technical aspects of ACON's digital application and information platforms such as internet and intranet assets, online marketing, communication, engagement and fundraising systems. The team are strong advocates for driving the adoption to digital systems and providing support to the communication & fundraising team to increase engagement with donors, volunteers, supporters, members, and staff through online digital channels.

Main Activities

The primary objectives of the role are to:

- ✓ Provide support to users for ACON's managed digital systems and internal systems including SharePoint and relevant digital databases.

- ✓ Provide guidance to ACON staff ensuring a collaborative attitude regarding technology, data, and digital assets.

- ✓ Assist in digital asset management, user access and subscription management.

- ✓ Provide support to website development, maintenance and system integration.

- ✓ Assist with provisioning data requests, including monthly and quarterly statistics across ACON digital platforms.

- ✓ Support internal and external digital engagement processes including projects and campaigns to go-live.

- ✓ Assist with the protection of ACON's systems and data from security threats in line with ACON policies including the privacy policy and digital policy.

- ✓ Be part of the testing process for digital transformation projects.

- ✓ Assist with optimisation and maintenance of technology throughout the business and in community engagement processes.

- ✓ Set priorities, plan and organise work, and deliver on agreed outputs as defined in both the unit-level and individual-level workplans.

- ✓ Administer, support, train and evaluate volunteer workers, while ensuring they are properly onboarded and documented in accordance with relevant ACON policy & procedures.

- ✓ Actively participate in, and contribute to an ongoing process of supervision, unit meetings, team meetings, general staff meetings, quality improvement and professional development strategies.

- ✓ Champion the development and sustained implementation of diversity and inclusion initiatives within the workplace, actively promoting a culture that respects, celebrates and cultivates differences among staff and volunteers.

- ✓ Perform other duties to assist with the work of the unit as requested by your supervisor (or designate).

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Selection Criteria

Essential:

1. Strong understanding of web technologies such as HTML, PHP, CSS, JavaScript, JQuery, and Microsoft automation as such Power Automate

2. Demonstrated knowledge in data reporting and social media tools such as Google Analytics, Google Tag Manager and Facebook Pixel.

3. Strong understanding of Microsoft SharePoint's information architecture.

4. Strong understanding of CRM and digital engagement systems.

5. Experience with helpdesk service management ticketing systems to interact with end users.

6. Demonstrated knowledge of web development, third-party application and system integration.

7. Good understanding of relational database systems and utilisation of the concepts of stored procedures, database triggers, tables, views, functions and queries.

8. Sound understanding high level problem solving and analytical skills to resolve and minimise technical issues.

9. Excellent level of computer literacy including proficiency in the use of the Microsoft Office suite of programs, in addition to the ability to learn new programs.

10. Experience (including volunteer or internship) in a dynamic and fast paced environment, with a strong focus on customer service.

Desirable:

1. Have completed or working towards (at least) a bachelor's degree in information technology (Computer Science/Software Engineering or another technology related discipline).

2. Knowledge and understanding of various CMS and CRM

3. Demonstrated understanding of, and commitment to, the health and wellbeing of ACON's communities, including the LGBTQ+ community and people living with HIV.

4. Evidence of up-to-date recommended vaccinations against illness that may adversely impact ACON's communities.

Additional Information

Some out of hours work, to meet specific needs or deadlines, may be required.

APPROVED: Director, MC&F	Digital Support Officer	Nov 2024