

Position Description

Systems & Data Administrator

Full Time 1.0 EFT

drummond street services (ds)

ds is a 133 year old non-for-profit, non-denominational agency. We provide family services, family violence services, mental health and wellbeing services, relationship counselling, parent support and education for families, children and young people. We try and reach the most marginalised families in our community. Our services and our approach to service delivery reflects the diversity of the communities in which we engage. Using public health programming we deliver interventions across the prevention, early intervention, tertiary, and recovery spectrum. This includes universal and targeted responses underpinned by multiple disciplines and types of knowledge. Our practices and programs are evidence-based and informed by lived experience through the use of a co-design process.

About the role

Reporting to the Systems & Data Manager, you'll be providing support to staff in the use of our CRM, intranet, and other technology platforms. As a great communicator, you'll be comfortable engaging with, and training, users of varying digital literacy in the use of digital systems. You will possess an analytical and user-focussed approach to solving technical problems as they arise. Your fantastic analytical and process-driven skills will help keep the team organised and focussed on larger goals, whilst having the ability to complete many competing day-to-day tasks. You will also have a strong understanding of how these integral systems fit into our staff's daily work, and the operations of a growing workforce. As an important support to staff, you'll be confident in taking the initiative as well as taking a consultative approach with managers in ensuring these systems are running smoothly and meeting staff needs.

PO BOX 651
Carlton South 3053
03 9663 6733
enquiries@ds.org.au
www.ds.org.au

ABRN: 146797279
ABN: 856 908 31425

Carlton
100 Drummond St
VIC 3053

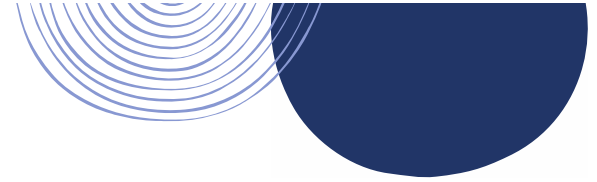
Outreach locations
Whittlesea
Brimbank

Collingwood
253 Hoddle St
VIC 3066

Epping
713 High St
VIC 3076

Geelong
337 Ryrie St
VIC 3220

Werribee
Wyndham Medical Centre
Level 1, 242 Hoppers Lane
VIC 3030



Key responsibilities

- Training and support to staff of all levels in the use of our intranet, CRM, and other technology platforms
- Assisting the Systems & Data Manager in planning and implementation of CRM and intranet development
- Administration of CRM and intranet
- Working with third party IT providers
- Assist in driving uptake and engagement of intranet
- Advocate for and assist in the improvement and evolution of intranet and CRM

Skills

- Engaging and approachable to all levels of staff
- Analytical thinker with excellent attention to detail
- Clear verbal and written communication
- Ability to work with people of varying technical skills
- Excellent business analysis and problem-solving skills
- Strong spreadsheet and data reconciliation skills
- Initiative and ability to work independently, as well as part of a team

Knowledge & experience

- Experience administrating Salesforce CRM
- Experience administrating SharePoint Online or similar intranet system
- Knowledge of data integrity and its complexities
- Some experience training people in use of technology and/or digital processes
- Current Victorian driver's license

Desirable

- HTML or CSS knowledge
- Previous experience writing end-user documentation
- Previous experience in an end-user technical support role
- Previous experience in internal engagement role, communicating to many organisational levels and teams
- A love of working with technology, improving user experiences, and data

Requirements

A current Victorian driver's license and willing to travel across multiple premises' on a regular basis.

As ds is committed to Child Safety, all short-listed candidates are subject to child safety screening and assessment against the Child Safety Standards as part of our recruitment process. This includes having a valid Working with Children Card and completing a criminal history check.



A Rewarding Opportunity

This is both an incredibly rewarding and exciting opportunity to directly impact the success of the organisation. You'll have the chance to work with us on large technology projects that are transforming the way we work as an organisation and how we support our clients.

You'll be encouraged to utilise your innovation and creativeness, and work within a close-knit and skilled team dedicated to positive organisational outcomes.

In return for your dedication and commitment, you will be offered an attractive remuneration package (negotiable based on experience), as well as salary packaging options.

LGBTIQA+ people, people with disability, First Nations People and people from Culturally Diverse Communities are encouraged to apply.

Key Selection Criteria

Applicants MUST address the following selection criteria in your application:

1. Tell us about a time you trained a person or team in the use of a CRM or similar system, how did you support them to understand the system?
2. Tell us about the thought process you take when you are making a change to a technology platform that will affect an entire workforce. Briefly, talk about the steps you would take from start to finish.
3. If you could, what animal would you be and why?

Application process

All applicants must provide a cover letter addressing all the relevant selection criteria, as well as a resume, for their application to be considered. Applicants should try to keep their key selection criteria responses to around 300 words per question.

Applications close at 5pm on Monday 26th April 2021. They should be emailed to recruitment@ds.org.au with the subject line "Application: Systems & Data Administrator".

For further information about this position please contact Joanna Fulton, Systems & Data Manager, on 03 9020 4647 or via email at joanna.fulton@ds.org.au