

# Position description

## Position details

<b>Position title:</b>	Digital Systems Specialist
<b>Employment type:</b>	Full time
<b>Team:</b>	Impact Data & Digital
<b>Reports to:</b>	Head of Impact, Data & Digital
<b>Direct reports:</b>	None

## About Social Traders

Social Traders has been a leading social enterprise intermediary since 2008. We are a DGR1 not-for-profit dedicated to building a thriving social enterprise sector. We are the certifier of social enterprises in Australia and a sector advocate. We are the national leader in the social enterprise procurement marketplace and advisor to Australia's largest businesses and governments. We manage Australia's deepest social enterprise dataset and a robust sector impact measurement system.

## Our purpose

Make buying from social enterprise the norm, to build a more inclusive and equitable Australia.

## Our vision

A thriving social enterprise sector that significantly contributes to a more inclusive and equitable Australia.

## Our mission

To work collaboratively to deeply integrate social enterprises into business and government supply chains.

## Brief description & overall goal for your role

This is a crucial hands-on role for Social Traders to deliver on its purpose, by providing the systems and tools to build and maintain our membership base, support our certified social enterprises and advocate for the social enterprise sector in Australia. This role keeps Social Traders' digital systems running well and continuously improving. You are the hands-on owner of our day-to-day business systems: maintaining our CRM and connected tools, building the automations and integrations that reduce manual work, and partnering with teams across the organisation to design better processes. Overall objectives for the role include:

- **CRM and business systems administration & development**
  - Maintain our CRM and connected business systems including configuration, customization, data management, integration and automation
  - Provide day-to-day user support and training across teams to ensure consistent, confident use of our systems.
  - Collaborate with teams to gather requirements and propose & deliver solutions leveraging digital capabilities
  - Uphold data-integrity and configuration standards.
- **Digital process development and automation**
  - Identify opportunities for new digital products/solutions to enhance member services and Social Traders' offerings
  - Partner with teams across sales, marketing, certification and services to map, improve and document workflows. Stay up-to-date on digital trends and technologies to drive innovation
  - Support the delivery of Social Traders digital strategy and ongoing digital transformation across the organisation
  - Identify, build and maintain digital solutions to reduce the manual touchpoints involved across sales, certification and membership renewals to improve efficiency and allow for scale.
- **Digital tools and data integrity**
  - Maintain integrations across the digital stack, including forms, payments and reporting inputs.
  - Keep data clean, consistent and reliable enough to feed KPI, board and impact reporting.
  - Maintain relationships with external providers to ensure smooth delivery and maintenance of digital systems.
- **Portal and delivery support**
  - Support the member portal under the technical direction of the Digital Systems Lead.
  - Contribute to digital projects and deliverables within the business plan.
  - Act as the first point of contact for portal end users (Buyers and Social Enterprises), monitoring and maintaining the portal support mailbox.
  - Triage, troubleshoot and resolve user issues such as access and password resets, errors and data fixes, escalating complex technical problems to the Digital Systems Lead.
  - Capture, log and prioritise user feature requests and feedback to inform the portal roadmap.

## Your Stakeholder relationships

Your key stakeholder relationships are:

- Impact data & digital team
- Certification team
- Services team
- Senior Leadership Team
- Digital suppliers/Salesforce vendor partner

## Your key responsibilities

Your key responsibilities are:

- **Systems administration and Governance** : Maintain the configuration, users, security and data of our CRM and connected business systems.
- **User support** : Triage and respond to support requests, and provide training that lifts system knowledge across the organisation.
- **Process and automation**: Design and implement automations and integrations that optimise processes for teams across the organisation.
- **Requirements and solutions**: Use your expertise and knowledge to design and implement digital improvements supporting the strategic goals and initiatives.
- **Data integrity**: Maintain clean, reliable data and integrations that support accurate reporting.

## Your objectives & KPIs

Objective	KPI
<b>1. CRM &amp; Business Systems Administration</b>	<ul style="list-style-type: none"><li>• Maintain our CRM and connected systems with strong configuration, security and data management.</li><li>• Provide responsive user support and training that builds consistent system knowledge across teams.</li><li>• Uphold data-integrity and configuration standards.</li></ul>
<b>2. Cross-Team Process &amp; Automation</b>	<ul style="list-style-type: none"><li>• Partner with teams across the organisation to map and improve workflows.</li><li>• Design, build and maintain automations and integrations that reduce manual effort.</li><li>• Gather requirements and implement improvements using best-practice change management.</li></ul>
<b>3. Digital Tools &amp; Data Integrity</b>	<ul style="list-style-type: none"><li>• Maintain integrations across the digital stack, including forms, payments and reporting inputs.</li><li>• Keep data clean and reliable to support KPI, board and impact reporting.</li><li>• Identify and propose digital improvements that enhance our offering and efficiency.</li></ul>
<b>4. Portal &amp; Delivery Support</b>	<ul style="list-style-type: none"><li>• Support the member portal under the technical direction of the Digital Systems Lead.</li><li>• Contribute to digital projects and deliverables within the business plan on time and to standard.</li><li>• Maintain the portal support mailbox as first point of contact for members, resolving access, error and data issues promptly.</li></ul>

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|  | <ul style="list-style-type: none"><li>• Capture and prioritise feature requests and feedback to inform the portal roadmap. Escalate complex technical issues to the Digital Systems Lead.</li></ul> |
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## Behaviours expected in your role

- A collaborator at heart; someone who takes initiative to work across teams to achieve the best result.
- A strategic mindset; able to prioritise day-to-day requirements against the bigger picture organisation goals.
- Solutions orientated; a true problem solver always ready to turn challenges into opportunities.
- A self-directed learner: curious and able to pick up new tools and platforms as our stack evolves.

## Experience, competencies & skills for your role

- Bachelor Degree in Computer Science, Digital Commerce or IT/digital related discipline.
- 3 years or more in a business systems, digital operations, CRM administration or systems analyst role. Experience building automations and integrations using no-code or low-code tools.
- Comfort working with data, with reporting or SQL skills an advantage.
- Expertise in requirement gathering, solution design and product development
- Knowledge of other complementary technologies (web, mobile, integration, automation tools etc.)
- Excellent problem-solving, strategic thinking and communication skills

## Acknowledgement

This job description has been designed to indicate the general nature and level of work for this role. It is not designed to contain or be interpreted as a comprehensive list of all duties and responsibilities and as such additional duties may be assigned as required.

I have read, understand, and agree to the contents of this position description.

**Employee's Name:** \_\_\_\_\_

**Employee's Signature:** \_\_\_\_\_

**Date:**     /     /

**Social**

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