

OVARIAN CANCER AUSTRALIA (OCA)

POSITION DESCRIPTION

SALESFORCE IT COORDINATOR

Position Purpose

The Salesforce IT Coordinator is a pivotal role for OCA. This role works closely with all areas of OCA to provide Salesforce and other IT support.

About the Position

Location:	Melbourne CBD
Position Reports to:	Chief Finance and Business Services
Position Type:	Full-time 1 FTE (76 hours per fortnight)
Opportunity:	Fixed term 2 years
Other benefits:	Laptop Computer
	Not for Profit salary packaging available

About the Organisation

Ovarian Cancer Australia (OCA) is the leading national body for ovarian cancer in Australia. Founded in 2001 by a group of people personally affected by ovarian cancer, our vision is to save lives and ensure that no woman with ovarian cancer walks alone. Our focus is to provide care and support for those affected by ovarian cancer; and represent them by leading change.

Our values: We listen: We are inclusive: We are courageous: We act with integrity.

For more information please visit <https://www.ovariancancer.net.au/>

Position Background

Each year in Australia, approximately 1800 people are diagnosed with ovarian cancer, and more than 1,000 die from the disease. Ovarian cancer has an extremely poor prognosis and has the lowest survival rate of any female cancer. In Australia, the overall five-year survival rate for people diagnosed with ovarian cancer is 48%. People impacted may experience poor quality of life and outcomes and Ovarian Cancer Australia has a range of programs supporting them and their loved ones. The main programs include a helpline, the Teal Support Program, psychosocial services, support groups and information resources. Outside of these programs OCA works closely with government to advocate for better treatment and research.

The Salesforce IT Coordinator is responsible for OCA's standard IT operating environment and Salesforce administration. You will be the go-to person for all Salesforce and other IT system related enquiries.

Position Responsibilities

IT Support

- Be the go-to person for all OCA IT related matters, providing basic support and troubleshooting, and managing escalation where necessary with external IT vendors.
- Maintain and ensure the IT asset register is up to date (who is using which machine, historical maintenance, number of user licenses for systems, etc).
- IT setup and system access for new staff as part of the on-and off-boarding process as well as ongoing ad hoc support and training.
- Management, customisation and improvement of existing digital systems such as Salesforce Lightning NPSP, and provide assistance with the public-facing website, and marketing automation platform.
- Establishment of IT procedures and processes.
- Manage data integrity in OCA IT systems.
- Provide assistance to resolve technical issues with public-facing website, where possible, and escalate if necessary.
- Conduct IT security and health checks as required.
- Provide assistance in the day-to-day coordination of external IT managed service providers, (such as Infoxchange, Message Media, Natterbox etc.) and physical equipment.
- Work closely with the Marketing, Communications and Fundraising team to setup campaigns, dashboards and other system functionality as required.
- Work closely with the Support and Other OCA teams to assist in IT, Salesforce, dashboard and other system functionality as required.
- Provide technical and other support to end users across OCA.

Salesforce

- Assist users with ongoing training and adoption of Salesforce Lightning NPSP.
- Ongoing system administration including managing user licenses, profiles and roles, and maintaining security settings.
- Data analysis & management to improve data quality/integrity.
- Configure and customise Salesforce in line with business requirements, including creating and managing new fields and formulas conducive to necessary reporting architecture, building workflows, process automations, custom views, reports and dashboards in line with business requirements.
- Provide users' with assistance where needed in running reports and building dashboards.
- Maintain integrations between Salesforce and other platforms and escalate to IT vendors where necessary.
- Evaluate new releases of Salesforce to determine functionality requirements and provide detailed information on how changes will apply to all affected users.
- Develop and maintain documentation on processes and policies.
- Maintain data integrity by doing regular health checks, data imports and exports, and reviews of data entered into the system.
- Monitor users' data input and provide further training where issues with data integrity persist.
- Attend Salesforce user groups where possible and relevant, and stay up to date with trailhead trails

General

- Contribute to the culture of decision making including cooperation, collaboration and shared accountability.
- Support operational staff with day-to-day administrative activities.
- Answering incoming calls in a polite, professional and compassionate manner.
- Ensure all visitors are greeted appropriately.
- Perform any other duties as directed.

EXPERIENCE, SKILLS AND QUALIFICATIONS

- Previous Salesforce administration experience is mandatory (1 + years. Salesforce certification advantageous)
 - Experience working with large data sets in Microsoft Excel;
 - Experience learning and working with new systems, and ability to train users on such.
 - Basic understanding of HTML would be an advantage;
 - Knowledge of basic configurations of office and window operating system; Proactivity, autonomy and personal drive;
 - Strong communication skills including a professional and courteous telephone manner;
 - High level of organisational and administration skills; and
 - A multitasker with the ability to wear many hats in a fast-paced environment.
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