Database manager (Salesforce) and IT support (part-time)

Reporting to: Head of Web and IT

Survival International, the global movement for tribal peoples, is looking for a highly effective database manager who will also provide IT support. This is a crucial role in our organisation, offering the opportunity to use your technical skills in an international organisation, to help advance our cause of supporting human rights and making the world a better place.

You will serve as our primary Salesforce administrator, handling the day-to-day configuration, support, maintenance and improvement of our database for 35+ users. You will also run the IT support desk for our 45+ staff.

You should enjoy all aspects of database management and IT including support tickets and training users. You should be comfortable liaising with users and enjoy learning new business processes in order to translate them into technical solutions. Most importantly, you must be a strong communicator and skilled at explaining technical processes for non-technical users.

Responsibilities

- Manage Salesforce users and licenses, including new user setup/deactivation, roles, profiles, permissions and public groups
- Carry out basic administrative functions and configuration changes in Salesforce, including (but not limited to): fields, page layouts, record types, custom settings, dashboards and reports
- Automate processes using Salesforce tools such as Workflow, Process Builder, approval processes, validation rules, and Nonprofit Success Pack features such as engagement plans and levels
- Handle system upgrades, seasonal releases and day-to-day maintenance of Salesforce, tracking system errors and running health checks
- Create and maintain a data management plan to ensure high quality data and to keep us within our data storage limits
- Handle data imports and create templates for users to provide data for upload
- Train users and grow our Salesforce skill set across the organization
- Maintain and improve our existing Salesforce manuals and document any customizations
- Help staff with general computer issues and Salesforce questions via support tickets
- Provision computers for new staff (installing apps, configuring desktop, enabling security settings etc.)
- Enroll staff onto various services such as Gsuite and Office365
- Manage users on our file server
- Troubleshoot and maintain our printers
• Document easy-to-follow I.T. processes for staff as part of growing a knowledge base
• Understand staff pain points and suggest appropriate processes or tools to make their workflows more efficient.
• Identify opportunities to streamline administration processes e.g. implement single sign on, automation tools.

Experience and skills

Required

• Strong Salesforce interest
• Ability to quickly master new technology
• An understanding of and desire to implement Salesforce best practice solutions
• Understanding of Salesforce sharing and security (roles, profiles, permissions, OWD, sharing rules)
• Experience implementing Salesforce configuration changes including (but not limited to): Workflow, Process Builder, fields, page layouts, record types, custom settings, dashboards and reports
• A desire to serve the cause of Indigenous peoples’ rights

Preferred

While we have a preference for candidates with the below skills and experience, we are willing to consider supporting an excellent candidate in developing their skills to reach these levels.

• Experience training users and writing training manuals
• Minimum two years of experience as a Salesforce administrator
• Salesforce Admin (ADM201 and ADM211) certified
• Experience with NPSP
• Experience with basic networking
• Experience managing GDPR and planning for security during system changes
• Apple desktop support (training will be provided for those coming from a Windows background)
• Troubleshooting general computer and peripheral issues
• Experience in the charity / non-profit sector
• Knowledge of any of Survival’s other working languages (Spanish, French, Portuguese, Italian, German, Hindi, Oriya) would be an advantage

Profile

• Excellent project management skills and a positive attitude
• Demonstrated ability to meet deadlines, and handle and prioritize simultaneous requests
• Creative and analytical thinking, and strong problem-solving skills
• Ability to critically evaluate and prioritize information gathered from multiple sources and reconcile conflicts
• Ability to assess the impact of new requirements on Salesforce and other integrated systems
• Excellent relationship-building skills and ability to communicate with non-technical members of staff
• Ability to follow technical procedures
What can we offer you?

When you join Survival International, you’re getting more than just a career: you’re gaining a unique opportunity to join one of the most exciting campaigning organizations around. It is not just a job. You will be working with an international team of passionate people who really care about human rights and want to change the status quo.

Being part of such a small (but growing!) team offers the opportunity for real variety in your day-to-day work and the development of your role. We hold a maintenance contract with our Salesforce development partners, which means you have the opportunity to turn to a knowledgeable team for support and to further your skillset.

Survival is committed to building a diverse and inclusive workplace and actively welcomes applications from candidates of all backgrounds. We will not discriminate on the basis of any aspect of your identity.

We have generous annual leave (25 days plus bank holidays).

**Salary range:** £28-32k based on experience (pro rata)
**Hours of work:** 21-28h/week (0.6-0.8 FTE, days/hours to be discussed)
**Location:** London head office, with the possibility of some remote working
**Closing date for applications:** Monday 11 October
**To apply:** Please complete the application form and send together with your CV and a covering letter.