**Digital Support Officer**

**Ever wondered how you could use your obsession with website development for good?**

**Well now you can! As ACON is seeking a dynamic and highly motivated Digital Support Officer.**

* Support the creation and management of digital tools, content and processes.
* Be a strong advocate for driving the adoption to digital systems.

**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.

**Ok, so what’s the role?**

The Digital Support Officer assists with the planning and implementation content creation, functionality, processes, and systems across all ACON digital platforms including the website and intranet. You will:

* Provide support to users for ACON’s managed digital systems and internal systems.
* 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.
* 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.
* Be part of the testing process for digital transformation projects.

**Who are we looking for?**

* Someone who has a strong understanding of web technologies such as HTML, PHP, CSS, JavaScript and JQuery.
* A person with demonstrated knowledge in data reporting and social media tools.
* Someone with an excellent level of computer literacy in the Microsoft Office suite of programs, especially SharePoint’s information architecture.
* A person with a strong understanding of CRM and digital engagement systems.
* Someone with experience in helpdesk service management ticketing systems to interact with end users.
* A person with high level problem solving and analytical skills to resolve and minimise technical issues.
* Someone with experience in a dynamic and fast paced environment, with a strong focus on customer service.

**What else can we tell you?**

ACON provides a colourful, nurturing, and fun workplace. Our employees and volunteers are the foundation for our ongoing effectiveness and for our capacity to deliver innovative community engagement and health promotion programs and initiatives for our communities.

To support the successful candidate in their new role at ACON we offer:

* Flexible working arrangements.
* Generous learning and development opportunities.
* Potential for tailored mentoring opportunities.
* Supportive working environment with a knowledgeable and friendly team.

**What’s the remuneration and working details?**

**Salary**: $72,546 to $75,624 (*Gross FTE per-annum, PLUS* S*uperannuation and Leave Loading*) – commensurate with skills, qualifications, and experience. [*Up to $45,375 for 3 days per week*]

**Location**: ACON’s Gadigal / Sydney Office, with flexible working options a possibility (away from the office).

**Hours:** Part-Time (42 hours per fortnight) on a 1-year fixed term contract with the possibility of extension).

We offer flexible working arrangements and a generous array of entitlements often above the National Employment Standards (NES) including:

* Salary Packaging up to $35,000 gross up value (i.e., currently up to $15,900 Expenses + $2,650 Meals, tax free).
* Generous pro-rata leave entitlements – including up to an extra week of paid leave for full time employees to be taken during our Christmas and New Year’s shutdown period.
* Employee Assistance Program (EAP) – access to a comprehensive counselling service free to employees.

**How can I find out more details and apply?**

If this sounds like you, we invite you to apply to join our team and help us make a meaningful impact on the lives of those we serve. By joining us, you will be part of a mission to create a healthier and more inclusive community.

We’d love someone who has experience already in this area but people at all levels of experience are absolutely welcome to apply. We highly encourage Aboriginal and Torres Strait Islander people, people from CALD backgrounds, people with disabilities, and people of all genders to apply.

For more information on the role, please contact Adam Tan, Digital Information Manager via email at [ATan@acon.org.au](mailto:ATan@acon.org.au) or (02) 9206 2000.

If this sounds like the position and organisation you’ve been looking for, find out how to apply at www.acon.org.au/jobs.

All applications must include:

1. Your completed *ACON Employment Application Form* – with all the details filled in where requested;
2. Your *Cover Letter* outlining how you meet the *Selection Criteria*; and
3. Your *Resume*.

**Applications Close: Sunday 12 January 2025**

We are grounded in the belief that diversity is our strength, our differentiator, and at the core of who we are and what we do. As part of our commitment to inclusion, we encourage applications from people living with HIV, Aboriginal and Torres Strait Islander people and LGBTQ people from culturally, linguistically and ethnically diverse, migrant and refugee backgrounds, and LGBTQ people of colour.

[www.acon.org.au](http://www.acon.org.au)

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

**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).

**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.

**How do I apply?**

You must email us the following three documents in MS-Word or PDF format to [vacancy@acon.org.au](mailto:vacancy@acon.org.au):

* + 1. **Your completed ACON application form – with all the details filled in**

You can download this at <https://www.acon.org.au/about-acon/jobs/>

* + 1. **Your Cover Letter outlining how you meet the Selection Criteria**

Tell us how you meet each of the Selection Criteria in the Position Description in detail.

Tell us how your skills and experience relate to the requirements of the role and how you’d use them to excel in this job.

To do this, please address each criterion separately. You should use statements with examples that clearly demonstrate your competency in a particular area.

Applicants who do not demonstrate that they meet the requirements of the position will not be invited to attend an interview.

* + 1. **Your Resume**

Tell us about your current and previous employment and your education. Be sure to include:

1. Your **Name**, **Contact Details** and preferred **Pronouns**.
2. Your **Education** including any degrees you have received, the institution and its location and the date of your graduation. You might also want to include your major/minor fields, any honours, and publications.
3. Your **Work Experience** including jobs, internships, and volunteer work.

**How does recruitment work at ACON?**

There are five main steps in the process:

**1) Application**

ACON receives your application, cover letter and resume. You will receive an email acknowledging receipt of your documents.

**2) Shortlisting**

A selection panel of 2-4 qualified persons will review all the applications and offer interviews to those applicants whose applications best address the requirements of the position.

**3) Interview**

If you are shortlisted for interview, you will be contacted by the Recruiting Manager and invited to an interview. Your interview may take the form of a question-and-answer session, a presentation of your previous work, a test of your computer skills, or any other form that is relevant to the position. The Recruiting Manager will let you know the format of the interview and any documents, presentations, or examples of previous work that you might need to bring with you.

**4) Offer**

Appointments to positions with ACON are based on merit. This means that the applicant who is judged to be the most qualified and capable of carrying out the duties of the position will be offered the role. The decision to make you an offer is based on your written application, your performance at interview, and successful Referee Checks, Criminal Record Checks, Proof of Vaccination and Working with Children Checks (if applicable).

**5) Acceptance and Commencement**

Once a salary and start date have been agreed, you will receive a commencement pack from the People and Culture Team including your contract and other documents (E.g., the ACON Code of Conduct, Tax File Declaration, Bank Deposit details, Superannuation Choice forms, etc.). Once these are returned to the People and Culture team, you are ready to start work on your agreed date.

**How long does it take to hear back on my application?**

If you have applied via email, you will be sent a return email within 1-3 business days acknowledging receipt of your application, and informing you of the date by which all successful applicants will be notified they have progressed to the next stage of the recruitment process. If you have not been contacted by this date, then unfortunately your application has not been successful.

If you are successful in gaining an interview, the Recruiting Manager will contact you to arrange a suitable date and time for interview. If you are not selected for an interview, you will not receive any further notifications regarding your application for this role. We appreciate the time you took to respond to our advertisement, and for your interest in ACON, and encourage you to apply for future roles that are advertised that fit your skills, experience, and qualifications.