# Job Description

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| Title: | Digital Systems Administrator |
| Responsible to: | Digital Lead |
| Location | London, NW3 or Remote (Kenya, Rwanda, United Kingdom, Switzerland, Mexico, India, Belgium, Uganda, Nepal, Malaysia, Egypt or Tunisia) |
| Key Working Relationships: | Digital Coordinator, Digital Manager |

## Job Purpose:

The Digital Systems Administrator supports the day-to-day administration and smooth operation of WAGGGS' digital platforms, including Campfire and the CRM system. The role focuses on user support, account administration, ticket management, documentation, and operational delivery to ensure systems remain organised, accessible, and responsive to user needs.

## Key Responsibilities:

1. Provide First-Line User Support

User support requests across all channels are logged, monitored, and resolved or escalated within agreed service standards, with accurate documentation maintained.

- Respond to user queries via email and on-platform messaging.
- Provide basic troubleshooting for account access, password resets, and common platform issues.
- Log and monitor support tickets to ensure timely follow-up and resolution.
- Investigate technical issues, consult with the Digital Lead to determine appropriate action, and prepare tickets for external platform developers when directed.
- Track developer tickets and escalate unresolved issues where required.

2. Support User Account Administration

User access is accurate, up to date, and aligned with internal processes and data protection standards.

- Create, unblock, and update user accounts and roles.
- Maintain accurate records of user permissions and access changes.
- Update permissions based on information from internal teams and Member Organisations.
- Support onboarding of new users by sharing guidance and key resources.

3. Support Platform Content and Space Setup

Project and programme spaces are set up, accessible, and aligned with agreed standards.

- Set up and populate project or programme spaces on Campfire following guidance from the Digital Lead or Digital Coordinator.
- Upload and format content, ensuring accessibility and presentation standards are met.
- Support content updates, organisation, and basic platform housekeeping.

4. Support Training and Onboarding

Onboarding activities are organised effectively and supported by clear materials.

- Assist with scheduling, preparing, and delivering onboarding sessions and webinars.
- Share relevant user guides and follow-up materials with participants.
- Collect feedback to support improvements to training and support resources.

5. Maintain User Guides and Support Materials

Support documentation remains accurate, current, and accessible.

- Update existing user guides, FAQs, and support materials.
- Draft simple how-to resources under guidance from the Digital Lead or Digital Coordinator.
- Ensure documentation is organised and accessible.
- Support coordination of translations where required.

6. Support Monitoring and Documentation

Documentation and monitoring records are complete, organised, and accessible to the Digital Team.

- Assist in maintaining simple monitoring dashboards and usage statistics.
- Compile basic platform usage data.
- Ensure digital documentation, guides, and process notes are properly stored and maintained.
- Support testing of system updates or resolved issues where required.

7. General Team Support

Administrative and operational tasks are completed effectively, supporting the smooth functioning of the Digital Team and contributing to continuous improvement.

- Provide administrative and operational support to the Digital Lead.
- Identify recurring issues or inefficiencies and share insights with the Digital Team.
- Undertake other reasonable duties consistent with the level of the role.

This job description is not exhaustive and serves only to highlight the main requirements of the post holder. The line manager may stipulate other reasonable requirements.

The job description will be reviewed regularly and may be subject to change.

# Person Specification

| Area: | Essential: | Desirable: |
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| Qualifications: | • Relevant qualification or equivalent practical experience in digital technology support, information systems, administration, or a related field. | • Training or short courses related to digital platforms, learning technology, CRM systems or provision of digital support. |
| Experience: | • Experience using or supporting digital platforms such as a learning platform, CRM, or website.<br>• Experience providing basic user support or responding to queries.<br>• Experience producing or maintaining simple documentation such as user guides or FAQs.<br>• Experience working collaboratively in a team or project environment, ideally with people in different locations or time zones. | • Experience working with users from different countries or cultures.<br>• Experience working in a non-profit, educational, or membership-based organisation. |
| Skills and Knowledge: | • Good general digital literacy and confidence using web-based systems.<br>• Ability to troubleshoot basic user issues and follow support processes.<br>• Confident using tools such as Microsoft 365 for communication and documentation.<br>• Clear English written communication skills with the ability to explain processes in simple terms.<br>• Good organisational skills and attention to detail. | • Basic awareness of accessibility or inclusive design.<br>• Familiarity with Drupal, Open Social, Salesforce, or similar platforms. |
| Personal Qualities: | • Collaborative, adaptable, and comfortable working with colleagues and volunteers from diverse cultures and backgrounds.<br>• Patient and supportive when assisting users with different levels of digital confidence. | • Interest in digital learning platforms or online databases.<br>• Curiosity about improving systems and user experience. |

# Person Specification

| Area: | Essential: | Desirable: |
|---|---|---|
| | • Reliable and organised, with the ability to manage routine operational tasks.<br>• Willingness to learn new technologies and processes. | |
| Other Requirements: | • Fluent in spoken and written English.<br>• Reliable internet connection.<br>• Occasional work outside regular office hours | • Ability to communicate in one or more of WAGGGS' other official languages (French, Spanish, Arabic). |
| Working for WAGGGS: | • Able to demonstrate a commitment to and be a role model for WAGGGS' organisational values of: Member Driven; Brave; Inclusive; Empowering; Transparent; Professional.<br>• A passion and commitment for issues affecting girls and young women on a global level, and demonstrable ability to engage with girls and young women, either through a professional or personal background. | |