



## POSITION DESCRIPTION: Technical Organiser (CRM Administrator)

CLASSIFICATION: ALP National Office Support Level 2

MODE: Fixed Term

TIME FRACTION: Full time

LOCATION: Canberra

### Overview

The Technical Organiser's role is to support the Australian Labor Party to achieve its campaign objectives by leveraging technology, with a focus on Customer Relationship Management (CRM) database technology.

This role drives best practice through the provision of training and documentation, the development of new practices, and ensures that support processes are sufficient to meet users' needs. In addition, this role increases ALP capacity through the development of automations, workflow efficiencies, and the adoption of new campaign technologies.

### Key Responsibilities

#### *CRM operations, best practice, and support*

- Lead the use and adoption of Labor's CRM software;
- Manage user support services and promote the use of campaign technology;
- Maintain documentation and learning materials to support users of varying skill levels and proficiencies;
- Expand the training program for new and existing users;
- Liaise with internal and external stakeholders to develop best practices and new processes, including automation processes and other workflow efficiencies;
- Administer the CRM and connected systems, liaising with State Branch administrators.

#### *Data protection and management*

- Perform regular and ad hoc analyses in Microsoft SQL Server;
- Maintain data management processes to ensure data accuracy and completeness;
- Ensure adherence to ALP data protection and handling processes;
- Oversee and standardise user onboarding and offboarding processes;
- Liaise with software providers to monitor cybersecurity settings.

#### *Campaign and other duties*

- Deliver CRM, technical, data and connected campaign objectives of the Target Seats Unit as part of the Data Team;
- Assist other campaign units to deliver their technical objectives;

- Comply with employment laws and all internal policies including the Code of Conduct, OHS, anti-discrimination, privacy, security, use of ALP IT Resources, financial delegations, and record keeping obligations;
- At all times, exercise judgment, discretion and initiative within a politically sensitive environment;
- Undertake other duties as required in a dynamic and fast-moving context.

## About you

### *Essential skills*

- Experience working with Customer Relationship Management (CRM) software;
- Microsoft SQL intermediate or advanced, and advanced Excel;
- Well-developed written and verbal communication skills and demonstrated experience in communicating technical concepts to non-technical users;
- Familiarity with cybersecurity concepts and user access control;
- Excellent interpersonal skills;
- Experience in the provision of user training and support;
- Creative problem solving;
- Ability to work autonomously or under limited direction and occasionally to compressed timeframes;
- Commitment to the values of the ALP.

### *Desirable skills*

This unique role will benefit from your unique experience in one or more of:

- Excellent customer service and/or technical support experience;
- A background in Labor campaigning or using a CRM for marketing/promotions;
- Experience using customer communication platforms (email, SMS);
- Experience working with large datasets and correlating datasets;
- A demonstrated interest in coding (beginner R / Python beneficial but not required);
- Familiarity with customising online products (HTML, CSS, JavaScript, or similar);
- Experience delivering technical training to non-technical software users.

## Relationships

This position reports to the Assistant National Secretary, Director Target Seats Unit.

Key relationships include:

- Deputy Director, IT
- Data & Research Manager, Target Seats Unit
- Data Organiser, Target Seats Unit
- Digital, IT & Operations Units;
- Counterpart roles at State and Territory Branches of the Australian Labor Party.