



Position Title:	Database Support Officer
Reporting to:	Database Specialist
Team/Department:	Data Insights and Analytics
Location:	Based in any Action Centre. The role may involve international/interstate/regional travel as required.
Hours:	75 hours per fortnight
Grade:	Level 3
Effective Date:	18 November 2021

Position Overview: The Database Support Officer is responsible for supporting Amnesty International Australia's Customer Relationship Management (CRM) database and associated systems. This includes configuration, user accounts and security, data integrity, user support and training, documentation, importing and exporting of vendor/supplier data.

The position will work with the Database Specialist towards ensuring reliability, availability and security of the platform.

Main Responsibilities:

- Supports configuration of CRM systems to enable capture and use of data according to data management principles and AI Australia business needs
- Supports effective data processing tasks, including supporting the creation, testing and maintaining of import processes and leading the manual importing and exporting of data
- Supports in the development and maintenance of documentation
- Supports in managing the ongoing security of the system, including user roles and permissions
- Provide training to end-users, other Data Insights and Analytics team members and other internal stakeholders when necessary
- Support the AIA Finance Team with relevant data processes including payment authorisations, EFT transaction processing and rejections
- Provide Help Desk first-level support for end users including investigation, reporting and addressing system bugs, fixes, troubleshooting and other user requests
- Assists with the maintenance of relationships with vendor support agencies including Blackbaud and data suppliers and supports communication on issues like file errors, payment errors and report inconsistencies as well as assisting new vendors with system onboarding as required
- Performing the role to a high standard within agreed timelines, and in line with AI Australia's vision
- Other tasks within your skills and competence as required



Essential Qualifications, Skills and Experience:

- Experience working in CRM systems, ideally Blackbaud
- Experience working with payment processors
- Outstanding organisation skills, with the ability to manage a multi-task workload autonomously in a fast-paced environment
- Experience extracting and importing data
- Advanced Excel skills
- High level communication & interpersonal skills - EI - (written, face to face, telephone, social media)
- High level of attention to detail
- Good problem-solving skills across technical systems (system bugs and performance).
- Good understanding of customer service principles and their application
- Familiarity with human rights issues and social change methods and tactics, including experience of mass mobilisation, activism and organising techniques
- Demonstrated experience in or commitment to working with rights holders

Key Relationships

- Supporter Engagement
- Fundraising
- Impact
- Movement
- Operations
- Technology vendors
- Data suppliers

How we work:

In meeting the responsibilities set out in this Position Description, all AI Australia staff are expected to:

- Facilitate, empower and enable the active participation of rights holders
- Be a positive advocate for Amnesty and our work, demonstrating our values of Empowerment, Integrity, Persistence and Courage
- Demonstrate emotional intelligence and a commitment to excellence in your interactions with colleagues, supporters, stakeholders and members of the public
- Always act in the interest of members and supporters
- Work with and empower volunteers, activists and members
- Supporting the general on-site functioning of the Action Centres
- Implement the principles of Equal Employment Opportunity and actively contribute to growing a more diverse and inclusive Amnesty
- Understand your Work Health and Safety (WHS) responsibilities and ensure the health, safety and wellbeing of yourself and others at work
- Contribute to the quality and hygiene of organisational data and protect privacy
- Produce and deliver communications that are relevant to the role, using a variety of communications channels and technologies
- Develop understanding of human rights issues and social change methods and tactics, including experience of mass mobilisation, activism, organising, fundraising and campaigning techniques

About Amnesty International Australia

We are an independent, global movement that campaigns courageously for human rights for everyone.

We're ordinary people from all walks of life, using our passion and commitment to bring torturers to justice, change oppressive laws and free people imprisoned just for voicing their opinion.

We're independent of any government, political ideology, economic interest or religion to ensure we can speak out on human rights abuses wherever they occur.

We stand for equality, justice, freedom, and human dignity and uphold these values:

- **Empowerment** – we build people power
- **Persistence** – we are resolute in pursuit of our goals
- **Integrity** – we hold ourselves to the highest standards
- **Courage** – we are fearless in upholding human rights

Every day we move closer to a world where human rights are enjoyed by all.

Acceptance

Name: _____

Signature: _____

Date: _____

