



ENGLISH

Tech Lead and Salesforce Administrator - AktivAsia Regional

About AktivAsia

AktivAsia are activist educators and facilitators passionate about activist learning. If we are going to win campaigns for justice and rights we need sharp strategies and increased participation in our campaigns. We need to bring more groups of diverse people, who withdraw their consent and cooperation from 'business as usual', into social change work. And if social change organisations are going to thrive, then education and training needs to be at the heart of the journey. Ongoing dynamic learning is core to social movements becoming bigger, smarter and stronger.

About the Role

Location: Remote - Asia

Job Type: One-year fixed term contract, with renewal based on successful performance review

Reports to: Managing Director

Salary range: PHP 57,000 – 60,000 per month

As Salesforce Administrator, you'll play a vital role at AktivAsia. We are looking for a proactive individual with generalist skills that can help design, develop, continually improve and enhance our Salesforce platform, gathering requirements and feedback, designing scalable best practice solutions, and managing the product road map. Our Salesforce user experience is of great importance to us, therefore the Salesforce Administrator should enjoy all aspects of user management including support tickets, training, and designing solutions with user satisfaction a priority.

AktivAsia is building a federated organisational structure with teams in four countries and a regional team that works with and supports the country teams in their work. The organisation is at a crucial stage in its growth and this role would be critical in codifying, monitoring, and improving processes and systems that ensure AktivAsia can perform as a high-performing organisation as it scales up its work and its impact in the next few years.



We are looking for someone with +2 years of experience with Salesforce in a nonprofit or educational context. The ideal candidate will have an excellent understanding of the Salesforce platform and can understand both our current setup and our business objectives, in order to quickly identify areas of improvement. The Salesforce Administrator should be comfortable with communicating, prioritising and managing all aspects of a Salesforce project. Unlike most nonprofits that use Salesforce, AktivAsia's primary focus is not fundraising and donor development. Rather, we have a set of customizations designed to help AktivAsia's distributed and remote team receive and evaluate applications, enrol participants in trainings, monitor their progress, and support ongoing engagement and development with our programs. The ideal candidate will be happy liaising with team members at all levels, with the ability to translate technical information into layman's terms, clearly explaining design options and their potential impact.

In addition to Salesforce skills and experience, we are looking for someone who has a mix of skills, and knows

The Administrator will be the sole administrator and will report directly to the Managing Director.

Key Responsibilities

This is a varied business facing role, with the following responsibilities:

Project Management

- Manage and improve on custom fields and objects created for our unique training and evaluation use cases.
- All aspects of user and license management including new user setup/deactivation, roles, profiles, permissions, public groups, OWD, sharing rules
- Salesforce configuration changes, including (but not limited to): Flows, assignment rules, approval processes, custom fields and objects, page layouts, Lightning pages and components, record types, dynamic layouts, apps, actions, custom settings, mobile administration, dashboards and reports
- Sandbox testing and change set deployment
- Identify and gather requirements, translating into best practice, scalable solutions with a focus on exceptional user experience
- Identify unused or underutilised platform features
- Create a platform roadmap and define priorities, liaising with stakeholders

- Communicate any platform changes to end users and stakeholders
- Constantly monitor, identify, and address data quality issues through duplicate rules, field validation rules, formulas, record-triggered flows, and user training as needed.
- Proactive system maintenance including Security Reviews, Release Updates, Health Check, and Optimizer
- Create a user support system and quickly respond to user issues
- Monitor and improve user adoption
- New user and ongoing user training
- Technical documentation
- Working with integrated applications including FormAssembly, Airtable, Notion and Mailchimp etc

Qualifications and Background

Required:

- Strong Salesforce product knowledge and at least 2+ years' of Salesforce Administration hands-on experience with the Salesforce Nonprofit Success Pack (NPSP).
- or more relevant super badges
- Certified Salesforce Administrator OR a non-certified admin with a strong nonprofit background
- Other relevant generalist skills (see below)

Additional helpful skills:

- Webflow
- Javascript
- HTML and CSS
- Java
- Apex
- SQL
- UX design principles
- APIs and webhooks

Desirable:

- Additional Salesforce certifications e.g. Advanced Administrator, Platform App Builder
- Bachelor's/Postgraduate degree, or professional qualification

Key Competencies and Criteria

Knowledge, Skills, and Abilities

Required:

- A proactive attitude to platform enhancements
- Designing scalable, best practice solutions
- Excellent relationship-building skills
- Ability to liaise with stakeholders at all levels
- Proficient in professional English, both verbal and written
- Translating requirements into technical solutions
- Training end users and key stakeholders
- Technical documentation
- Available and responsive to questions
- Experience implementing Salesforce configuration changes, including (but not limited to): Flow, assignment rules, approval processes, fields, page layouts, record types, dynamic layouts, apps, actions, custom settings, mobile administration, dashboards and reports
- Functional expertise – Should be able to juggle and manage multiple projects, has expert knowledge of all the organisation's work streams, takes on challenges actively and is solution-minded, is willing to be trained and undergo skill and knowledge enhancements
- Team Work – Understands what other teams are doing and volunteers help, is able to break silos and join the dots for the team, can mentor other team members
- Able to work under minimum supervision, independently motivated, and have good self-management skills.
- Accustomed to working with remote collaborative work tools and devices.
- Able to work flexible hours to accommodate different time zones.

Desirable:

- Demonstrates continued personal/professional development
- Continues to advance Salesforce skills through ongoing training and Salesforce community engagement.
- Willing to travel.

What will you get

- Work with progressive, open-minded people who believe in the power of coaching as a way for personal development.
- Competitive salary and exposure to a cross-cultural and international work environment.



** AktivAsia is an inclusive organisation that provides equal employment opportunities. Women, Persons with Disabilities and LGBTQI+ are highly encouraged to apply!*