

# Tech & Systems Assistant (Salesforce)

## Role Profile

*Start Date* September 2024

*Hours* 5/week

*Duration* 4-6 months

*Location* Remote Working (must be based within the GMT to GMT+3 time zones)

*Remuneration* This is a voluntary role. There is no financial compensation associated with this role.

*Benefits* Gain insights into the nonprofit sector while working with a dedicated and passionate team.  
Mentoring support & training related to the role and your development interests.  
Develop skills in communication, project management, and partnership development.  
Flexible working hours.  
This role can be accounted as an official internship.

**To apply, please fill in this [application form](#).**

## Overview

Join us as a Tech & Systems Assistant and become a crucial part of our mission to facilitate responsible and impactful volunteer opportunities. In this role, you will work closely with our Tech & Systems Coordinator to manage and resolve Salesforce issues, ensuring the smooth operation of our systems. Your expertise in Salesforce will be instrumental in optimising our processes, enhancing data management, and supporting the coordination of volunteer activities. This position offers a unique opportunity to contribute to the efficiency of our systems, allowing us to focus more on our core goal of connecting volunteers with meaningful initiatives around the world.

## Responsibilities

- Troubleshoot technical issues and provide timely resolutions to ensure minimal disruption to operations.
- Work closely with other team members to understand their needs and provide support as needed.
- Collaborate with the Tech & Systems Coordinator to manage and maintain our existing systems and flows.
- Perform regular updates and maintenance tasks to ensure the smooth operation of our systems.
- Identify opportunities to enhance Salesforce functionality and efficiency, and implement sustainable solutions to streamline processes.
- Provide training and support to users on Salesforce functionality, best practices, and data entry protocols.
- Collaborate with the Tech & Systems Coordinator to integrate Salesforce with other systems and develop custom solutions as needed.
- Stay updated on Salesforce updates, best practices, and emerging technologies to continually improve our systems.
- To create guides that will make Indigo's systems comprehensive to the rest of the Indigo team and ensure the sustainable running of our programs.

## Skills & Experience

- Proven experience in Salesforce administration and configuration.
- Strong understanding of Salesforce architecture, data model, and security model.
- Proficiency in Salesforce Lightning, Apex, Visualforce, and other relevant technologies.



- Effective communication and interpersonal skills, with the ability to work collaboratively in a team environment.
- Salesforce certification (e.g., Salesforce Administrator, Salesforce Developer) is a plus.
- Strong problem-solving skills and the ability to troubleshoot technical issues independently.
- Interest in working remotely, managing your own time and multitasking.
- Previous experience and/or demonstrated interest in the refugees and migrants sector, knowledge of the responsible volunteering concept is welcomed.

### At Indigo Volunteers we see our differences as our strength.

We are committed to cultivating an equal and fair working environment free from discrimination on the grounds of gender, marital status, race, ethnic origin, nationality, disability, sexual orientation, mental health, religion or age. We believe in promoting a sense of belonging, where our people are heard and valued and diversity of experience and perspective is celebrated.

## About Indigo

Indigo Volunteers is a charity that recruits volunteers, supports grassroots organisations, and creates networks along the European refugee route. We believe in the power of ordinary people, and enable them to work together to support refugees and displaced people. We work within a community of remarkable grassroots charities, volunteers, sector experts, and humanitarian organisations that are positively dedicated to supporting communities coping with displacement, inequality, and social injustice. Have a read about us [on our website](#).

### OUR VALUES

1. **Human-centred.** We put relationships, lasting collaborations and human wellbeing at the centre of everything we do.
2. **Humility.** We acknowledge that we do not have all the answers; we welcome feedback and strive to continuously learn.
3. **Accountability.** We follow through on our commitments; we are honest and transparent.

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