GSTC Website and Systems Manager

- Job Description

Overview

The Global Sustainable Tourism Council (GSTC) is seeking a dedicated Website and Systems Manager to oversee the management and optimization of our website, customer relationship management (CRM) systems, and various platforms and softwares. This role is crucial for leading systems-related projects that enhance our operational efficiency and support our mission in promoting sustainable tourism worldwide.

Roles & Responsibilities

Manage and continue to refine and develop information systems and internet platforms including data security, data privacy, system stability, system monitoring.

1. Website Management:

   ● Maintain and update the GSTC website structure, ensuring speed, and user-friendliness.
   ● Collaborate with content creators to enhance the website's visual appeal and functionality.
   ● Monitor website performance metrics and implement improvements based on analytics.

2. CRM and Systems Oversight:

   ● Manage the CRM system to streamline communication with stakeholders, including members, partners, and clients.
   ● Ensure data integrity and security within the CRM platform.
   ● Train staff on CRM functionalities and best practices.

3. Project Leadership:

- Lead systems-related projects from conception to execution, ensuring alignment with organizational goals.
- Coordinate with cross-functional teams to gather requirements, define project scopes, and establish timelines.
- Report on project progress to the General Manager, identifying potential risks and proposing solutions.

4. Software Management:

- Oversee the implementation and maintenance of various software tools used by the organization.
- Evaluate new software solutions for potential integration into existing systems.
- Provide technical support to staff as needed.

5. Collaboration and Communication:

- Work closely with the General Manager to align technology initiatives with strategic objectives.
- Foster a culture of continuous improvement by encouraging feedback on systems and processes.

6. Miscellaneous tasks assigned by the GSTC leadership related to systems

Reporting Relationship

The reporting relationship is to the GSTC General Manager.

Qualifications:

✓ Education: Bachelor's degree in Information Technology, Computer Science, Business Administration, or a related field.

✓ Experience: Minimum of 3 years of experience in website management, CRM administration, or IT project management. Experience with NGOs is a plus.

✓ Technical Skills:

- Proficient in web development tools (e.g., WordPress, HTML/CSS).
- Familiarity with CRM platforms (e.g. Salesforce, HubSpot; preference for familiarity with CiviCRM which is being used).
- Strong understanding of data management principles and security protocols.

✓ Language skills: professional grade written and spoken English

✓ Personal Skills:

- Excellent communication skills with the ability to convey technical information to non-technical stakeholders.
- Strong organizational skills with attention to detail.
- Proven ability to manage multiple projects simultaneously.
- Comfortable working across different cultures.
- Comfortable working independently and remotely.

Note: Candidates located in East Asia are preferred.

Application Procedure

Qualified candidates are invited to submit their CV along with a cover letter detailing their motivation for applying and relevant experience to info@gstcouncil.org with the title 'Systems Manager Application | *your name*'. Please do not apply if you do not fulfill the qualifications. Applications should be submitted by **30 December 2024**.

Candidates of interest will be contacted for further information and informed of the compensation package.