Job description: Technical assistant

Job title: Technical assistant

Job location: UK (Haywards Heath)
Department: Individual Giving and Marketing
Reporting to: Technical manager

Job purpose

To provide technical support to Sightsavers' public-facing web properties, digital projects and integration with systems such as our customer database. This role is part of our online and design team. The post holder will support the immediate team, assisting with technical and development-related tasks as necessary.

Key accountabilities

- Provide day-to-day support to the technical manager as required, working with the digital designer, digital fundraising and digital campaign colleagues
- User acceptance test (UAT) digital products such as the Sightsavers website and ecommerce platform, including multi-browser and device testing, and ensuring development work meets Sightsavers' accessibility standards
- Regularly maintaining plugins and other updates as needed
- Assist with URL management (vanity urls, renewals and redirection) and maintenance of website system updates as required
- Assist with the management of web inventory and the development backlog
- Maintaining test matrices (eg for browser testing)

These key accountabilities are not meant to be an exhaustive list of tasks. Flexibility is essential and the job holder is expected to carry out any other related duties that are within the employee's skills and abilities whenever reasonably instructed.

Person specification

- Strong technical aptitude and attention to detail
- Ability to work autonomously and complete tasks
- Able to communicate clearly and take instruction
- Courteous and supportive
- Self-organising, with an ability to keep track of multiple tasks
- Able to adhere to deadlines, and ensure other people, such as external suppliers, also meet them

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Knowledge, skills and experience

- Experience using web and content management systems (CMS), data handling and email delivery tools
- Intermediate understanding of HTML5, CSS, PHP and Ruby on Rails is desirable
- Familiarity with project management tools such as Trello, Basecamp or Asana, or ticketing systems such as ZenDesk
- Familiarity with technical tools such as GIT repository and an understanding of website administration and management, and the tools used for these tasks.
- An appreciation for the role digital and creative communications plays for an international organisation
- Experience or demonstrable interest in working across busy, multi-disciplined teams
- Experience working in digital media or technical roles in the Not-for-Profit, technology, design or related sectors is desirable
- An understanding of and commitment to equality of opportunities for disabled people.
- Fluency in French, Swedish, Norwegian or Italian would be welcome but is not essential

Core behaviours

- Delivery and implementation
- Planning and organising
- Team working
- Flexibility and self-motivation

Key relationships

- Online and design team colleagues
- Digital fundraising, social media, programme and policy teams
- Compliance and IT departments

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