

# Regional Digital Senior Executive

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#JoinAlpha

The acceleration of digital adoption across the world has transformed the way we live and practice faith. More than ever, churches are now using Alpha Online to take evangelism to the digital space. In light of this, Alpha Asia Pacific's Digital team is expanding in order to better serve our National Alpha Offices. Join us and play a part in serving the local churches to create more opportunities for people to hear the gospel of Jesus across Asia through the use of innovation and technology.

The candidate for this role will be assisting the Regional Digital Manager in overseeing and operating all things digital in Alpha Asia Pacific.

## About Alpha

Alpha is a series of interactive sessions that freely explore the basics of the Christian faith. The vision of Alpha is to see the evangelisation of the nations and the transformation of societies. The mission is to inspire, train, equip and mobilise churches around the world into more effective evangelism through Alpha and its related ministries. Today, over millions of people around the world have attended Alpha.

To apply, submit your application with full resume, current and expected salary to [asiapacificcareers@alpha.org](mailto:asiapacificcareers@alpha.org)

Alpha

## Key Responsibilities

1. Assist the Digital Manager in the running and operating of all existing digital assets and platforms across the Asia Pacific (AP) region and National Alpha Offices (NAO).
2. Provide operational support to NAOs across the Asia Pacific region by attending to maintenance issues, perform troubleshooting, and managing issue log in the ticketing system for Alpha's digital assets.
3. Work closely with the Global technical support team to flag and resolve digital platform issues and communicate solutions to the NAOs.
4. Assist the Digital Manager in any deployment and implementation of new digital assets or projects, with tasks including but not limited to:
  - Running User Acceptance Testing (UAT).
  - Perform critical analysis on the impact of any new digital assets towards NAOs from a user experience.
  - Troubleshooting issues, be creative and propose solutions relating to the new digital assets.
  - Coordinate and train NAOs on using the new digital assets.
  - Create proper documentation and track key changes.
5. Support the Product Team with product uploads into the digital platforms (such as Alpha videos, training videos, promotional items etc.) including end-to-end testing and configuration.
6. Provide end-to-end technical support for all NAO Alpha.org websites including website security and plugin management.
7. Support the Digital Manager in improving the existing digital assets by implementing new ideas and solutions.
8. Actively participate in global digital community calls.
9. Other duties - Undertaking other projects, activities and ad-hoc tasks as directed by the Chief Operating Officer/ Deputy COO/ Regional Digital Manager.

## Qualifications & Essential Skills

- Bachelor's degree in a related field.
- Knowledge of UI/UX, Salesforce, Wordpress, HTML, Azure, PowerBI is an advantage.
- Understands the non-profit organisation work culture and expectations.
- Proficient with MS Office and database applications.
- Good verbal and written communication skills.
- Proven success as a key member of a cross functional team.

## Desired Characteristics

- Demonstrates initiative and resourcefulness. Able to plan work independently.
- Able to set own project deadlines and successfully deliver results to stakeholders within the deadline.
- Meticulous. A strong attention to detail and accuracy in work.
- Possess strong interpersonal skills and able to interact effectively with all stakeholders.
- Culturally adaptable to work with different nationalities.