



Save the Children

Senior Officer - Global Shared CRM Support (Salesforce Admin)

Application Deadline : 15 Jun 2026

Matching Percentage

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Low

Medium

High

Vacancy: 1	Location: Dhaka	Experience: At least 3 years
Published: 08 Jun 2026		

Applicants are encouraged to submit **Video CV**.

PRO

Application Insights

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Requirements

Education

- Bachelor of Science (BSc) in Information Technology, Computer Science
- Bachelor of Business Administration (BBA)

Experience

- At least 3 years
- The applicants should have experience in the following business area(s): NGO, Development Agency

Additional Requirements

- 3 years experience with Salesforce Adminstration for users at any large international/global enterprise anywhere in the world.
- User and License Management:** Experience in all aspects of user and license management, encompassing new user setup, deactivation, roles, profiles, permissions, public groups, and sharing rule management
- Platform Roadmap Creation and Stakeholder Liaison:** Experience in creating platform roadmaps and defining priorities. A proven track record of effectively liaising with a diverse range of stakeholders, ensuring their needs and expectations are met
- Data Quality Management:** Experience in data quality management. Expertise in using deduplication tooling and implementing data management rules and automation to maintain data integrity
- Proactive System Maintenance:** Experience in proactive system maintenance, including conducting security reviews, release updates, health checks, and optimizers to ensure system robustness and reliability
- DevOps/Release Management:** Experience in DevOps and release management practices. Ability to manage the deployment pipeline and ensure efficient and secure releases of updates and new features
- User Support and Training:** Proficient experience in managing user support tickets, providing timely and effective solutions to user issues. Experience in delivering new user onboarding training, as well as ongoing training and developing comprehensive technical documentation. Exceptional ability to explain complex technical and non-technical information clearly and succinctly to individuals at all levels of seniority. Possesses strong interpersonal and communication skills, fostering a collaborative and inclusive environment
- Experience in IT Development:** A foundation of experience in IT development roles, showing an understanding of the development lifecycle and how it underpins system support and growth
- Non-profit sector knowledge/experience (especially international development projects) is desired
- It is desired to have the knowledge of a second language – French, Spanish or Arabic
- The role is required to work in North American time zone (BD time 1800 to 0100) from Monday to Friday.

Responsibilities & Context

Save the Children invites applications for the above-mentioned position. We are committed to equal employment opportunities, regardless of gender, sexual orientation, race, colour, ethnic origin, nationality, disability, age, or beliefs and religion. We are committed to diversifying our staff to better represent the communities we serve and actively welcome underrepresented groups to apply.

Team purpose: In Save the Children, we currently have a diverse landscape of Customer Relationship Management (CRM) platforms in use. The Global Shared CRM Project, for fundraising is developing a Global Shared CRM Product via Salesforce Non-Profit Cloud for the benefit of our global movement.

The Global Shared CRM Product streamlines and offers a standardised core CRM solution for fundraising, via a Managed Package, increasing accessibility to our fundraising entities across the movement. While accelerating our abilities to implement CRM, it is the intention that the Global Shared CRM Product will help members maximise their ability to interact with their donors and enhance our global fundraising capabilities while promoting collaboration and harmonisation.

The Global Shared CRM Product will be deployed to its first Member organisations in 2026 and beyond, in line with an evolving deployment roadmap and in parallel to designing and developing its 3rd release.

The Opportunity: We are looking for a proactive system admin who can develop deep understanding of the end-to-end system functionality, manage and enhance our platform and provide system support to deployed members. The System Administrator will take action in supporting tickets, helping support users to resolve problems, deliver user training, design and deliver system solutions for members in line with best practices.

Skills & Expertise

Other Relevant Skills

Salesforce

CRM Management

Data quality assurance

DevOps

IT Development

Technical Documentation

Employment Status

Contractual

Job Location

Dhaka

Apply Procedure

Apply URL:
<https://hotjobs1.bdjobs.com/save-the-children/stcint3706.html>

Company Information

Save the Children

Address:

House No. CWN (A) 35, Road No.43 Gulshan-2. Dhaka-1212 Bangladesh

Business:

We employ approximately 25,000 people across the globe and work on the ground in over 100 countries to help children affected by crises, or those that need better healthcare, education and child protection. We also campaign and advocate at the highest levels to realise the right of children and to ensure their voices are heard.

We are working towards three breakthroughs in how the world treats children by 2030:

- No child dies from preventable causes before their 5th birthday
- All children learn from a quality basic education and that,
- Violence against children is no longer tolerated

We know that great people make a great organization, and that our employees play a crucial role in helping us achieve our ambitions for children. We value our people and offer a meaningful and rewarding career, along with a collaborative and inclusive workplace where ambition, creativity, and integrity are highly valued.

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