



IT Service Support, IT administration and IT team lead of volunteers

Job tender

Job Title Code: 2025_001

About Us

There is an urgent need for real change. You have felt it, we have seen it. At ECONGOOD (Economy for the Common Good), we are on a journey to make the economy serve its true purpose: a better world for a good life for everyone on a healthy planet. This is why our movement is expanding rapidly. To meet the new demands and expectations, both internally and externally, we are committed to professionalizing our structures, teams, and processes. Our vision is clear: "Transforming the economy."

The International Federation, as the legal and organisational umbrella for our entire movement, plays a crucial role in providing essential IT services to members, volunteers and external users. We seek an experienced person to run our IT support and coordinate our IT volunteers.

Job Overview and Mission

This position shall ensure the effective support of our IT services. You will work closely with our IT Hub, and other staff and with coordinators of our various Hubs (or departments). You will also coordinate the volunteers who are delivering excellent support to our members.

Expected results

- Successful support of our IT services
- Improvements in our IT services have been identified and addressed
- Our IT support team is well-informed and working well
- Organisations working on their Common Good Balance Sheet receive the required IT Support
- International Federation Staff, members and volunteers can access and utilize our IT tools
- Support documentation is updated and helpful to users
- Administrators of our Websites receive the needed help



- Constantly optimize the processes regarding IT support together with the IT Support team and other IT Hub members
- The goals of the IT Hub have been fulfilled: A user-centric, lean and innovative IT to support the development and expansion of ECONGOOD

Responsibilities and Duties

- Provide and coordinate IT support activities for our software services
- Organise meetings with the support team
- Organise our ticket system (Jira) and follow up the ticket life circle
- Organise the documentation of our IT services
- Stay in contact and help the IT Hub
- Support and help the processes in the IT Hub like testing, support, and introducing software
- Administration of our WordPress websites
- Channel third-level support requests to external service providers (e.g. hosting, third-party software)
- Organise and contribute to the IT documentation providing the members a way to help themselves

Qualification

- Friendly and supportive communication skills
- Enjoys supporting people with their IT-related issues
- Enjoys working in teams
- Open-minded, flexible and structured working skills
- Basic IT knowledge and a strong will to learn
- Experience with Nextcloud, WordPress, Jira and Confluence is beneficial
- Practice in respectful forms of communication
- Fluent in English and German



Working conditions

Contract type: Staff member of the International Federation (service contract or hired employee possible)

Working Hours: 16 hours per week

Place: Remote job. Some face-to-face meetings in Germany might be required.

Salary: From 1.890€ to 2.260€ (hired employee) or 2.750€ to 3.300€ (service contract). These figures are only valid for individuals living in Germany or Austria. For information about other countries please contact us. ECONGOOD offers a just and competitive salary, calculated individually for each staff member. It includes factors such as work experience, living situation as well as place of living. Apply to learn more.

Benefits: Working location, schedule flexibility, just salary model based on the Economy for the Common Good principles, 30 holidays included (full-time equivalent for hired employees), being part of an international community, non-profit, dynamic, transformable, value and purpose-driven workplace.

Diversity: We are committed to creating a diverse and inclusive workplace. We welcome applicants from all backgrounds and do not discriminate based on race, gender, age, sexual orientation, religion, or disability. We strive to create an environment where everyone feels respected and valued.

Application

Be part of our movement and an awesome team of staff and volunteers and help work for an economy designed to promote a better life for people and the planet.

To apply for this position please send a CV and a supporting statement outlining your experience and suitability for the role to jan.oppor@econgoud.org by February 28, 2025.



About ECONGOOD

The ECONGOOD organization puts into action the Economy for the Common Good model, which advocates a more ethical economic model, in which the wellbeing of people and the environment become the ultimate goal of business. The worldwide movement exists since 2010 and is based on the ideas of the Austrian writer Christian Felber.

Currently the movement consists of over 4,000 activists in more than 170 local chapters and 40 associations. Over 1,300 businesses, towns and organisations have completed the Common Good Balance Sheet. Worldwide nearly 60 municipalities and 200 universities are actively involved in spreading the idea of ECONGOOD. In 2018 the International Federation was founded and now consists of 11 national associations.

For further information visit ecogood.org. For general questions about the Economy for the Common Good, please contact press@ecogood.org.