

Te Hāhi Tūhauwiri

The Religious Society of Friends (Quakers)

Yearly Meeting of Aotearoa New Zealand

Quaker Website Technical Services Team - Job Description March 2021

Members of the Website Technical Services Team are responsible for the Aotearoa/New Zealand Quaker website's efficient operation: quakers.nz

Using a modern Content Management System (Drupal 7), the website is hosted in a managed Virtual Private Server (VPS) by KodaWeb Limited in New Zealand.

The Website Technical Services Team also manages email aliases that allow Friends to contact committees and role holders and maintains servers to support email delivery for publications such as the YM Clerk's Letter and Monthly Meeting documents. All of these servers are located in New Zealand and are accessed via secure SSH connections.

Team Responsibilities

- Train and assist 'Content Owners' (Monthly Meetings, YM and Local Arrangements Committees) to upload content to the site and make amendments and corrections to their website pages as needed.
- Manage Help Desk queries via our online portal either directly or by forwarding / assigning to appropriate Friends as needed; or by collating responses where required.
- Manage domain registrations and DNS settings.
- Maintain the email alias list and ensure that The Society's email service remains online.
- Maintain the download facility for bulk mail and for the production of the Meetings, Members and Attenders Book and arrange for its publication.
- Respond to requests to extend the website by creating new pages where needed and linking them throughout the website.
- Train User Support Friends and User Data Managers as required.
- Maintain the register of User Data Managers.
- Liaise with Koda and other outsourced agencies on technical issues regarding the usability and functionality of the website.
- Develop or code new functions to support what Friends would like the website to offer when possible.
- Ensure that the website remains secure and complies with all New Zealand laws and regulations.
- Continue liaison with the Website Oversight Committee to provide technical and user advice on matters of policy; the balance of content between in-reach and outreach; and to moderate on issues where expectations differ.
- Promote wider use of the website among NZ Friends, and explore ways of making the website more accessible where needed.

- Educate Friends on responsible digital citizenship (including but not limited to the provisions of the Privacy Act 2020)
- Investigate and promote wider scale improvements to the website. Several possibilities arise from time to time that the team needs to consider. These may or may not be economical but must be carefully evaluated.
- Support Team members to grow their skills and competency levels.
- Report annually to each Yearly Meeting on website progress.

Skills/personal attributes

Basic requirements to be part of the website team:

- Compatibility with Quaker values and principles
- Awareness of online and general privacy laws
- Agree to confidentiality concerning website content and user profile information.
- Competency in computer use skills.
- Willingness to use the internet for Zoom meetings, emails etc.
- Ability to work closely with other Friends in a technical team
- Familiarity with most aspects and processes of Quaker life in Aotearoa/New Zealand.
- Analytical skills to solve problems and evaluate solutions
- Ability to conceptualize website functions (using techniques such as mind mapping, flow diagrams, tree diagrams logic diagrams).

The website team as a whole needs a diverse set of skills which can be shared across the team members including:

- Competency in website development, including HTML5 and CSS3, especially using modern Content Management Systems. Interest in new developments in website management.
- Linux System Administration Skills
- Ability to understand and write SQL Queries
- Ability to understand and write PHP
- Ability to work alongside non-confident users to train and support Friends in using the website
- Plain English writing skills
- Liaison skills

Other requirements

The Website Technical Team members need to own an efficient modern computer system, with a fast broadband connection.

Term of appointment

Three years, or by agreement with YM Nominations Committee.

Workload

Workload varies a lot. The team takes a shared approach so that the workload does not land on one or two people.

The committee holds weekly meetings via Zoom (or work some hours in lieu) of currently 3 to 4 hours duration. Ideally, this will reduce as the issues in establishing the website are resolved.

A daily eye needs to be kept on Help Desk Queries (HESK) which are emailed to team members who share the load for managing these (time varies by query volume between 20 minutes to 2 hours per person per week).

The website is continually evolving, and there are additions and corrections to make. At these times, the workload over and above the weekly meeting may be an additional 1 to 2 hours per week. The workload could be significantly higher for short periods when unusual major changes are undertaken, such as shifting to a new server or CMS.