

*Exchanging knowledge, ideas and resources to support emerging leaders
advance environmental mobility justice*

TECHNICAL OPERATIONS COORDINATOR



Beyond Climate Collaborative

Part-time | Voluntary | Remote

DEADLINE: OPEN UNTIL FILLED



Exchanging knowledge, ideas and resources to support emerging leaders advance environmental justice

Join us – Help Enable BCC’s Digital and Systems Ecosystem!

Beyond Climate Collaborative (BCC) is at an exciting stage of growth. We are strengthening our Operations Team to support our work advancing environmental mobility justice. As we scale, we’re seeking a **Technical Operations Coordinator** to help drive the technical enablement of the BCC.

This role serves as our lead for Technical Enablement, ensuring our systems function, remain secure, and scale smoothly. You will maintain our digital workspace, focusing on:

- **Technical Support:** Fixing system-level issues, supporting onboarding and offboarding, and troubleshooting bugs to keep our global team connected.
- **Infrastructure & Security:** Hardening our Microsoft 365 systems, managing tiered access, and maintaining robust data safeguards.
- **System Functionality:** Managing core platforms like our website, Brevo (CRM), and automation tools to keep our data flowing seamlessly.

The role is well suited to someone who thrives on technical problem-solving, balances rigorous security with a desire to simplify workflows, and is excited to build alongside a small, committed, global team.

If you want to combine your expertise in systems architecture, cybersecurity, or website management with purpose to help build a values led climate mobility justice organisation, we’d love to hear from you.



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About Beyond Climate Collaborative

We build bridges to support emerging leaders in their processes of (un)learning and (re)imagining ways of working to address climate change and environmental displacement through the lenses of environmental, migrant, racial, feminist and social justice.

Together, we uplift a new generation to pioneer and co-create timely, cross-sectoral, just and sustainable solutions to environmental-related injustices that reduce risks, reinstall people power and bolster the resilience of the planet and her people to the impacts of climate change and beyond.

Technical Operations Coordinator

Location: Remote

Reports to: Director of Operations, Founding Executive Director

Time Commitment & Flexibility: This is a voluntary and part-time role, averaging 5–7 hours per week. We're intentional about structuring responsibilities so that no one is overburdened. Meetings are held remotely and scheduled flexibly. The work includes internal team meetings, one-on-one check-ins with BCC leadership, balanced with independent work. We ask that all team members participate in our monthly all-team meeting to stay connected and aligned.

Compensation: This is an unpaid role.

Role Summary:

The Technical Operations Coordinator serves as BCC's primary technical point of contact and digital infrastructure lead, ensuring that all team members are supported in effectively using the organisations' systems and tools.

Working under the guidance of the Director of Operations, this role is responsible for maintaining a secure, reliable, and user-friendly technology environment, enabling the system functioning of the organisation, while also designing and scaling BCC's digital infrastructure.

Key Responsibilities:

Primary Technical Support

- Serve as the first point of contact for all internal technical queries, issues, and system access needs.
- Triage and resolve technical issues, escalating where necessary and ensuring timely resolution.
- Support with the onboarding/offboarding process by setting up, modifying, and revoking access across all platforms (e.g., Teams, Shared Calendars, Canva, Brevo, and Zoom).
- Develop simple, accessible guidance (e.g., quick guides, FAQs, video walkthroughs) to improve team confidence with tools usage across Microsoft 365 platforms and external applications.

Infrastructure & Systems Management

- Administer and maintain Microsoft 365 (e.g., Outlook, Teams, SharePoint, Exchange, Entra ID), including licensing and shared mailboxes.
- Design system architecture to support organisational growth and remote collaboration.
- Explore, propose, and manage tech-related benefits for all BCC team members.

Cybersecurity & Access Management

- Design and enforce cybersecurity protocols, including Multifactor Authentication (MFA), RBAC, and conditional access policies.
- Under oversight from the Directors and Operations Coordinator, manage the password security infrastructure, including password managers and policies.
- Monitor the organizational security posture, coordinating responses to technical incidents and maintaining backup/disaster recovery procedures.

Technical Policy & Operationalization

- Lead the operationalization of technical policies by building the workflows that enforce IT, Data Protection, and AI Usage standards.
- Ensure BCC online systems align with privacy-by-design, GDPR, and data protection principles.

Website & Digital Platforms

- Manage the technical health of the BCC website (Webflow), including hosting, SSL, and the management of critical plugins (e.g., Brevo/CRM, Make/Automation).

- Build and launch new webpages as needed, ensuring they are mobile-responsive, SEO-optimized, and integrated with internal data flows.
- Alongside the Operations Team, support the creation and review of technical website policies including Privacy and Cookies.
- Manage technical GA4 analytics and assist the Operations Team with the technical setup of outreach and mailing systems.

CRM & Systems Integration

- Manage the CRM (Brevo) and alongside the Finance Team support the maintenance of the finance system architecture, permissions, and integrations.
- Collaborate with the Operations Coordinator and Operations Assistant to design automated workflows.

Documentation, Training & Support

- Maintain clear documentation of systems architecture and technical SOPs.
- Provide user support and develop lightweight training resources, including short informational videos, for the entire BCC team.

Strategic Technology Development

- Develop and maintain a 1–3 year technology roadmap to advise Directors on organisational digital risk and infrastructure scalability and needs.
- Evaluate new tools and support procurement decisions.
- Alongside the Operation Teams, identify automation opportunities that support BCC's strategic goals and operational efficiency.

Key Skills & Qualifications

To be eligible for this role, you must bring:

- 2–4+ years experience in IT, systems administration, or digital operations
- Strong knowledge of Microsoft 365 ecosystem and cloud-based tools
- Experience with cybersecurity practices and access management
- Familiarity with CRM systems and integrations
- Experience managing websites (CMS, hosting, plugins), Webflow preferred
- Ability to translate technical concepts for non-technical users
- Strong problem-solving and systems thinking skills
- Experience in remote-first or nonprofit environments (desirable)
- Interest in ethical tech and data protection
- Alignment and commitment to advancing BCC's mission towards climate mobility justice

What We Offer:

- **Meaningful Impact & Strategic Leadership:** Play a pivotal role in shaping the financial and fundraising strategies of a cutting-edge, justice-focused organization, with a direct impact on advancing climate mobility justice.
- **Professional Development & Mentorship:** Access to personalized mentorship, skill-building opportunities, and BCC's curated programming—including the ISCM, other CMJA courses and workshops. BCC volunteers are also eligible to receive certificates for their participation in CMJA programmes they complete.
- **Networking & Movement-Building:** Opportunities to connect and collaborate with a growing community of emerging leaders, practitioners, and experts in climate mobility, environmental justice, and intersectional advocacy spaces.
- **Creative Freedom & Leadership Growth:** A flexible, collaborative, and supportive environment where you'll be encouraged to take initiative, co-create programming, and shape events that reflect your passions and strengths.
- **Recognition & Visibility:** Public recognition of your contributions across BCC platforms, and support to showcase your work in external spaces—ideal for those seeking to build a professional presence in the nonprofit, environmental, or advocacy sectors.
- **Pathways for the Future:** Gain in-demand skills, strong references, and the potential to transition into a paid role as BCC grows.

How to Apply

We're excited to learn more about you! To apply for this position, please submit the following:

1. **Resume/CV:** Include relevant experience, education, and any relevant skills or projects.
2. **Motivation Letter (500 words max):** This is an opportunity to tell us what motivates you, why you'd like to be part of BCC, and contribute to climate mobility justice. This is not a cover letter requirement, so we don't expect to learn about your skills and professional experience; we're more interested in your personal motivations.
3. **Writing Prompt (400 words max):** Please respond to one of the following questions to showcase your technical problem-solving skills and your ability to make digital systems simple and accessible for a global team.
 - a. **Prompt A:** *When digital infrastructure or website plugins break down, it impacts our global operations. Describe a technical problem or system error you had to fix. How did you figure out what went wrong, patch the immediate issue, and make sure it didn't happen again?*

- b. **Prompt B:** *We need to keep our data secure (using organizational wide MFA) without making tools frustrating for our team. Tell us about a time you introduced a security rule or technical setup. How did you explain it to non-technical colleagues to ensure they felt supported and followed it?*

**Note: We welcome alternative forms of submission for the writing prompt (e.g., an audio or video response).*

Submit your complete application to apply@beyondclimatecollaborative.org, fabiano@beyondclimatecollaborative.org and jake.clarke@beyondclimatecollaborative.org with the subject line: "Application for Technical Operations Coordinator – [Your Name]."

Applications will be reviewed on a rolling basis. Only complete applications (including the CV, motivation letter, and writing prompt) will be considered.

We look forward to hearing from you!



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