

JOB DESCRIPTION

Information Technology Specialist

Department: Information Technology

Location: Naperville, IL

FLSA Status: Exempt

Travel: 10 - 15%

Reports To: Director of I.T.

Version Date: December 2019

Summary:

The Information Technology Specialist will assist the Information Technology team in managing and optimizing the Salesforce environment including all third-party integrations. This will be done through, but not limited to, responding to user service requests, developing new custom objects, workflows, customized layouts, and other processes to accommodate business needs. Additionally, this role will be key in supporting the organization in computer hardware set-up and maintenance.

Job Duties and Responsibilities:

- Handle and document service requests created by users requesting help when Salesforce and third-party integrations do not work as designed.
- Maintain new and existing users on Passages' email network and systems, establish Windows user accounts, and manage user account information including rights, security, and systems groups
- Diagnose hardware, software, and interfacing issues across all communication channels and resolve issues in the most effective manner for end users.
- Perform installation, maintenance, repairs and upgrades of networks, computers, and other devices to ensure peak performance.
- Work with third-party integrations to Salesforce including but not limited to Active Campaign, Addapptation, Blackbaud, and others.
- Work with our contracted development team to test fixes and enhancements to our Salesforce and third-party integrations and to assist with rollout to our production environment.
- Keep up-to-date on new Salesforce features and functionality.
- Manage Salesforce and Addapptation optimization and buildout
- Set-up all new computer hardware as well as maintain current inventory.
- Manage the IT off-site help-desk providing internal assistance as is reasonable and determining when to submit to contracted Helpdesk team.

Qualifications/Skills:

- 4+ years' experience in an IT help desk or support role focused on software, hardware, and computers.
- BS in IT or Computer Science; or other equivalent certifications required.
- Salesforce.com or similar CRM experience preferred.
- Active Campaign or similar email marketing automation tool preferred.
- Strong understanding of database and business concepts as well as data analysis and reporting.
- Strong understanding of development testing and quality control.
- Strong Microsoft Office capabilities including the ability to create formulas in Excel.
- Proven customer service and technical support skills with both external clients and realizing that our Sales team and all other departments in the company are your customer.
- Excellent interpersonal and communication skills, both verbal and written, with technical and nontechnical audiences in a geographically dispersed environment (conf. calls, web meetings, face-to-face).
- Creative and analytical thinker with strong problem-solving skills.
- Proven ability to design and implement new processes and facilitate user adoption.
- Experience with nonprofit processes preferred. Excellent verbal and written communication skills
- Ability to prioritize, multi-task and adapt to shifting priorities in fast-paced, deadline-oriented environment
- Strong analytical and problem-solving skills with attention to detail
- Team player with strong interpersonal and collaborative skills
- Motivated by key performance goals and deadlines
- Ability to relocate to Passages office in Naperville, IL
- Ability to travel in the US and internationally to Israel

To apply please submit your resume, cover letter, and portfolio to latasha@passagesisrael.org

This job description is intended to provide guidelines for job expectations and the employee's ability to perform the position described. It is not intended to be construed as an exhaustive list of all functions, responsibilities, skills and abilities. Additional functions and requirements may be assigned by supervisors as deemed appropriate. This document does not represent a contract of employment, and Passages reserves the right to change this job description and/or assign tasks for the employee to perform, as deemed appropriate.

In accordance with federal, state and local law, Passages provides equal employment opportunities (EEOs) to all employees without regard to race, color, religion, sex (including sexual orientation or gender identity), national origin, age, disability, pregnancy, childbirth or related medical conditions, citizenship status, service member status, genetic information or any other category protected by law. Passages also affords EEOs to all employees defined by characteristics protected under company policy. In addition to federal law and company policy requirements, Passages complies with applicable state and local laws governing nondiscrimination in employment in every location in which the company has employees. This EEO policy applies to all terms and conditions of employment, including, but not limited to, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation, and training.

