



Technology Specialist

The Washington Coalition of Sexual Assault Programs (WCSAP) is a statewide membership organization, based in Olympia, committed to eliminating sexual violence and fostering social change. WCSAP seeks a Technology Specialist to purchase, maintain, and monitor all organization technology applications. This position is responsible for the overall coordination of the agency's technology infrastructure, integration of software applications, and training staff regarding technology use. The Technology Specialist will develop and implement the agency's social media strategy, coordinating with constituents to support effectiveness of relevant social media techniques into the delivery of services.

All applicants must be familiar and agree with WCSAP's mission statement and philosophy regarding the elimination of sexual violence, empowerment, inclusiveness, and social change. WCSAP values diversity in the workplace. WCSAP is committed to services for all individuals regardless of race, gender, religion, age, ethnic background, social or economic status, sexual orientation, marital status, and physical or mental status. WCSAP recognizes the importance of working on racism, homophobia, able-bodiedism, and other issues of oppression in order to make services accessible to all.

People from historically marginalized communities are strongly encouraged to apply. Please submit an application packet containing: cover letter, resume, additional questions table and release of information to WCSAP (at the end of the job description). Screening is ongoing as this position is open until filled. To submit an application electronically, email hr@wcsap.org. To submit your application via postal service, please send it to: HR at WCSAP 4317 6th Ave SE Suite 102, Olympia WA, 98503.



Technology Specialist

Salary: \$20,000 - \$23,000
Supervisor: Associate Director
Status: **Part-time**, Non-Exempt (This position is a part time position with a minimum of 20 hours a week with the opportunity for increased hours depending on funding and workload)

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Responsibilities and Duties:

Client Relationship Management (Salesforce)

- Ability to administer Salesforce.com
- Understand Integration scenarios and design
- Manage ongoing support requests and administrative needs of users
- Develop reports, dashboards, and processes to continuously monitor data quality and integrity
- Integrate Salesforce with other third party solutions

Content Management System (WCSAP Website - Drupal)

- Lead web development, deployment, and administration of all technologies on www.wcsap.org, Intranet, and other projects as needed
- Monitor website statistics and traffic and report on effective key metrics, and trends
- Coordinate with staff to keep content current
- Respond to inquiries from website users
- Perform as editor of the site's content and research information to ensure user accessibility and site performance

User Support

- Provide advice, training, and support to end-users in the acquisition, implementation, and operation of end-user applications
- Purchase software to meet user needs

- Install new or maintain existing hardware and software

Technical Support – Server Level (SBS 2008 and Google Apps)

- Responsible for administration of Learning Management System (Moodle), library software (Alexandria), online payment applications (PayPal and Click and Pledge), webinar accounts and implementation (Readytalk), Email Marketing services (Constant Contact), and other applications that may be utilized.
- Responsible for the day-to-day operation of central computer system
- Act as primary organizational interface with vendors
- Manage Google applications, internal information and user accounts

Technology Planning

- Work with Director to establish and implement policies and procedures for technology usage throughout the organization
- Analyze software application usage and provide information to organization
- Assist with proposal development and project implementation
- Monitor technology budget and maintain technology inventory

Online Communications

- Assist in coordinating WCSAP's social media presence with other staff support
- Regularly monitor and evaluate social media tools, trends, and applications and recommend/implement appropriate uses to increase and improve WCSAP's social media impact

Provide technical assistance as appropriate and requested.

Other duties as assigned by Supervisor

Minimum Qualifications

- An understanding of and agreement with WCSAP's mission statement and philosophy regarding the elimination of sexual violence, empowerment, inclusiveness, and social change
- Two years of experience providing internal technology support
- Proficiency in database administration
- Experience in website administration
- Demonstrated understanding of social media activities and usage
- Very high attention to details
- Excellent verbal and written communication skills
- Associate in Computer Systems Administration or equivalent of education and experience

Desired Background

- Nonprofit experience
- Excellent project management skills
- Advanced Excel capabilities and related data manipulation

- Knowledge about technology safety, sexual violence, and stalking
- Knowledge in at least two agency applications currently being used – Google Apps, Drupal, Salesforce, and Moodle
- Participation in or administration of different social media platforms

I have reviewed and agree to the above job description.

Signature

Date

Supervisor

Date

Additional Questions for Tech Specialist Position Applications

Please complete the table below. Include the completed table in your application packet.

Discuss each of the applications below:

Type	Name	Role (administered, participated in, or familiar with)	Length of Use
Cloud Computing			
Client Relationship Management			
Website Development and Maintenance			
Email Marketing			
Web Conferencing			
Learning Management System			
Library Software			
Online Payment Application			
Social Media	Facebook		
	Twitter		
	YouTube		
Video Production			
Other*			
Other*			

*(Other – any other application that you would like to highlight)

Reference Check - Release of Information

I _____ (name) am applying for the Technology Specialist position with the Washington Coalition of Sexual Assault Programs (WCSAP). I give WCSAP permission to contact past employers and contact reference I have provided. The following are any restrictions to such permission:

Signature _____ Date _____