

United Way of Southern Maine Technology Support Manager

Division: Technology & Communications

Salary: \$54,000 Annually, Full Time Position

Reports to: Director, Technology and Data

Date: June 2, 2024

General Summary

We are seeking a service-oriented and self-motivated professional to join our Technology and Communications team as a Technology Support Manager. The Manager will support information technology systems and networks and organizational customer relationship management (CRM) and fundraising tools. The Technology Support Manager will collaborate with teams to understand and communicate needs, provide thought partnership on system and process improvements, and help staff and partners successfully use technology solutions to advance the mission of United Way of Southern Maine.

Essential Functions

IT Support

- Communicates with the staff of varying technical expertise to assess, troubleshoot, and address technology issues as they occur.
- Communicates with outsourced vendors, including support helpdesk, audiovisual, phone, internet, and other equipment vendors, to support team members.
- Supports the setup, upgrade, installation, and ongoing maintenance of laptops and other equipment as needed, including technology infrastructure.
- Coordinates with the IT vendor to ensure quality onboarding, offboarding, and new hire training.
- Administers IT equipment inventory, including laptops, routers, servers, peripherals, office equipment, etc., for staff, volunteers, and Loaned Executives.
- Supports all technology upgrades, new software or technology deployment, and new policy implementation.
- Communicates with, trains, and educates employees on IT systems, changes, and policies.
- Supports Infosec training, including selecting the training modules and sending reminders to staff who have not completed it. Coaches staff who have been SimPhished
- Other duties as assigned.

Donor Management and Fundraising Support:

- Responsible for cloud-based tools for online giving, volunteerism, and advocacy, including troubleshooting issues.
- Works with Resource Development team to ensure flawless execution of online workplace campaigns.
- Provides training and troubleshooting technical support to staff and external clients as needed.
- Other duties as assigned. UWSM reserves the right to revise job descriptions as needed.

Skills and Qualifications:

- Commitment to the mission of United Way of Southern Maine.

- 3 – 5 years of relevant work experience in technology support or related discipline
- Team-oriented attitude to help other colleagues and departments with technical problems.
- Strong interpersonal communication and relationship-building skills.
- Ability to maintain the confidentiality of staff and donor information.
- Willingness to identify and solve complicated problems.
- Must be authorized to work in the United States.
- Valid driver's license, verifiable auto insurance, and personal vehicle use are required.

Preferred Education and Experience

- Duties require completion of a bachelor's degree or foreign equivalent or a combination of High School. Diploma/GED and relevant professional coursework and experience.
- This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets, and fax machines.

Physical Demands

The physical demands described here represent those that an employee must meet to perform the essential functions of this job successfully. While performing the duties of this job, the employee is occasionally required to stand; walk; sit; use hands to finger, handle, or feel objects, tools, or controls; reach with hands and arms; balance; stoop, kneel, crouch or crawl; talk or hear; The employee must occasionally lift or move up to 25 pounds. Specific vision abilities required by the job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

Position Type/Expected Hours of Work

This is a full-time position. Days and hours of work are Monday through Friday, 8:30 a.m. to 5 p.m. At UWSM, we are focused on creating connections within the Southern Maine community. Our current hybrid model is focused on doing just that, requiring our team members to spend at least 16 hours per week creating connections. Examples of creating connections include office time, external meetings/gatherings, training, volunteer engagement events, and even a cup of coffee with an internal/external partner.

Travel

Travel is primarily local during the business day, although some out-of-area travel may be expected.

Why choose United Way of Southern Maine?

Advancing the common good is about helping one person at a time and creating community change that benefits

LIVE UNITED



every community member. We are all connected and interdependent; we all win when a child succeeds in school, families are financially stable, and people are healthy.

We have a staff of 45 dedicated employees to help us achieve our goals and fulfill our mission: *To improve people's lives by mobilizing the caring power of our community.* To support the great work of our employees, we offer a total compensation package: salary, benefits, & brand.

United Way of Southern Maine offers:

- Inclusive Health & Wellness Benefits
- Career Development
- Retirement Plan
- Sabbatical Program
- Expansive PTO Package
- Hybrid Work
- An incredible team

United Way of Southern Maine is committed to seeking and sustaining a culturally and ethnically diverse environment and to the principles that promote inclusive practices. We are dedicated to building a diverse staff with expertise and interest in serving our communities and encouraging persons of all diversity types to apply.

United Way of Southern Maine has identified a set of Core Values as our essential tenets. These define and describe who United Way of Southern Maine will endeavor to be in internal and external situations.

At United Way of Southern Maine, we are:

- Community Centered
- Results Focused
- Intentionally Collaborative
- Committed to Excellence
- Leading with Integrity

Applications are accepted through **July 23, 2024**. Please submit a cover letter and resume to Human Resources at hr@uwsme.org.