Title: IT Coordinator

Position Type: Volunteer position

Reports to: Director of Information Technology

Contact: Send questions to kimberly.alvarez@hopestrong.org

Time Commitment: 4-6 hours per week.

Duties and Responsibilities:
- Serve as point of contact for all information technology needs
- Assist in managing all digital information for HoPe
- Assist in managing the Salesforce platform
- Assist in managing the HoPe Mobile Application
- Support internal teams with troubleshooting softwares, platforms, etc.
- Manage all software/platform subscriptions
- Partake in bi-weekly meetings with the Director of Information Technology
- Implement additional projects and tasks as assigned by the Director of Information Technology
- Provide additional support to Director of Information Technology

Minimum Qualifications:
- High School graduate of ethical and moral character
  - Preferably a college student or young professional
- Strong commitment to HoPe's mission and values
- Must be willing to commit for the whole 2020-2021 Academic Year (June - June)

Qualifications:
- Demonstrated interest/experience in Information Technology
- Outstanding written and verbal communication skills in English required
- Energetic, personable, and creative with an ability to relate well to diverse populations
- Deadline oriented and able to take initiative and work well under pressure
- Strong ability to plan and manage multiple projects with high attention to detail
- Excellent time management skills, work effectively in teams, excellent organizational skills, ethical and moral character, strong leadership skills
- Proficiency in Google Drive (including Docs, Sheets and Calendar), Microsoft Office (including Word, Excel, and PowerPoint), and social media platforms (Facebook, Twitter, YouTube, etc.) required.

We are open to working with academic institutions for this position to count as internship credit. Please indicate in application if you are interested in pursuing this.