

PURPOSE

Support Love INC National's purpose to encourage, equip, and elevate the mission of Love INC across the country through technology and the tracking and reporting of data.

STAFF AND AFFILIATE RELATIONSHIPS

- Reports to, works with, and is supported by senior leadership.
- Interacts with and supports all National staff related to areas of job responsibilities
- Supports 118 Love INC affiliates in 29 states with connection and technical usability of Love INC National systems

RESPONSIBILITIES

- Discovery, implementation and administration tasks related to systems and solutions of a broad spectrum of software technologies. Some of our current software technologies include: Salesforce, Formstack, Zendesk, RingCentral, Zapier integrations, Mailchimp, Website Toolbox, Wordpress, and GoogleSuite. Note: technical competency for software systems will vary, some will be limited to liaison relationships with vendors.
- Maintain documentation of hardware, software licenses, updating protocols, user information, and vendor relationships.
- Perform necessary system updates, function testing, and troubleshoot issues
- Set and maintain IT system permissions
- Ongoing assessment of hardware and software needs with responsibility for purchase, installation, and maintenance.
- Identify, contract with, and manage outside specialists, consultants, and vendors.
- Research and evaluate new technology and approaches, make recommendations to senior leadership
- Ensure backup procedures are implemented and executed properly.
- Data management: lead integration processes and manual input to receive and maintain the integrity of data into systems
- Provide data reports to staff as requested
- First tier technical support to users
- Other duties as assigned

QUALIFICATIONS

- Faith and Calling - a Christian passionate about the love of God, and the calling of the Church to care for and serve people In the Name of Christ.
- Experience
 - Minimum of 3 years of experience in Information Technology; support, administration, development, or other.
 - End-user IT support, training and troubleshooting.
 - Database development, integrations, and use (preferably Salesforce)
 - Familiarity with learning management systems
 - Software/hardware installs, upgrades or deployments
 - Specific experience with any of our current software systems is a bonus: Salesforce, Formstack, Zendesk, RingCentral, Zapier integrations, Mailchimp, Website Toolbox, Wordpress, and GoogleSuite
- Education - Bachelors degree in IT, CIS, computer science or similar field preferred
- Skills and Gifts
 - Ability to multitask
 - Organized, detailed and process oriented
 - Positive, encouraging personality, respectful, teachable, works well in a team environment



- Works well with a variety of people types; excellent interpersonal skills and relational flexibility
- Process minded with an understanding of relationship based CRM systems
- Ability to communicate complex information clearly and concisely
- Strong problem solving skills
- Ability to work independently with minimal supervision, demonstrates initiative, and self-motivated

LOCATION

Love INC National is a virtual office. All employees work from home, or identify a space to work out of in their community. An internet and phone stipend is provided for this position.

JOB TYPE

Available as a 30 to 40 hours per week position, salary, exempt. Generally, this position is expected to work each week day, but has the ability to flex schedule to accommodate needs.

BENEFITS

- Home office stipend
- 403B retirement match
- Generous PTO
- 10 paid holidays
- Flexible work schedule

Please use this [link](#) to apply. If you have any questions, please contact: lora.petitt@loveinc.org