



JOB DESCRIPTION

POSITION: Associate, Technology Support
JOB TYPE: Full Time Staff
LOCATION: Remote Staff, ideally located in one of [MG's 11 Leadership communities](#)
REPORTS TO: Vice President, Operations & Technology

ABOUT MULTIPLYING GOOD

At Multiplying Good (MG) we believe individuals are transformed through service to others. Applying service as a tool for personal growth, we help people discover their ability to bring about positive change, deliver the skills they need to make that change and, by validating their impact, inspire them to do more. We have proven that this continuum of activation, training, and recognition generates ripples of good.

We work with young people to increase confidence in their ability to make a difference and build on the skills they need to be successful. We work with organizations to recognize employees for their acts of service in the community, resulting in happier and more productive workplaces and stronger communities. We work with media to create more connected audiences and recognize grassroots unsung heroes in their communities. All together, we highlight the power of service to activate empathetic leaders and changemakers and inspire greater impact through recognition.

POSITION SUMMARY

Reporting to the VP, Operations & Technology, the Associate is responsible for providing desktop support services firm-wide, to external clients and on a project-by-project basis as needs arise. The successful candidate will excel in communications, customer support, and have a deep understanding that technology should never be an obstacle for our clients and partners.

ROLES & RESPONSIBILITIES

Client Technology Support

- Become well-versed in all technology used by our clients (both internal and external) and fully capable to support them:
 - Online Awards Management System
 - PimCore: Member Portal and Website support
 - Zoho ONE applications: CRM, Backstage, Survey, Forms, People, Creator, etc.
 - Litmos: Online Learning Management System
 - Microsoft 365, including Teams, SharePoint, and all MS desktop applications.
 - Zoom
- Work closely within the IT team to ensure timely end-user support and quality of service.
 - Manage and respond to all tickets in accordance with system support SLAs.
 - Schedule meetings to address client challenges and provide white-glove support to all; most especially to those clients who may not be tech savvy and therefore, require significant attention.

- Provide documentation support and training to all staff on corporate IT policies, procedures, equipment, and software.
- Liaise with program managers, clients (internal and external) and software vendors to support our tech stack as necessary with routine maintenance, migrations, and deployments.
- Coordinate with VP, Operations and Technology to provide training and support on new and existing software and online platforms.

Program and Leadership Community Technology Support

- Provide client facing technology support during virtual trainings and events.
- Support identification of technology tools needed to deliver:
 - More programming online in a compelling and engaging manner
 - Better community building, engagement, and support
 - Effective and targeted communications to our disparate constituencies
- Train program staff to utilize technology effectively for virtual program delivery.

Hardware and Software Support

- Launch Workstation maintenance plan for every quarter to perform disk cleanup, disk defragmentation and software audits.
- Provide technical assistance and support to resolve all hardware/software related issues onsite and remotely (for detached offices), with travel, as necessary.
- Coordinate PC repairs, software/hardware configurations, delivery and support of approved company computers and approved peripherals.
- Troubleshoot issues related to viruses, spyware and spam as required.
- Ensure all computers are fully encrypted and confirm cloud backups are automated and fully functional.

Data Maintenance and Administration

- Partner with operations and finance team to ensure a high quality of data in all our systems.
 - Regularly scheduled data fidelity reporting and maintenance recommendations
 - Mass imports/updates of system data (i.e. CRM)
 - Identification and reassignment of orphaned client records
- Interface with all departments and VP, Operations and Technology to access and fulfill newly identified data requirements.
- Provide support on a project-by-project basis as required.
- Track all IT related issues in centralized support services ticketing system.
- Support program staff in collection and analysis of yearly program data.
- Ensure CRM tools are fit for purpose and record and report on data as needed/necessary.
- Optimize reporting dashboards and tools to support efficiency and help the organization track and monitor progress.



ADDITIONAL RESPONSIBILITIES

- Provide event assistance at Multiplied Good's Jefferson Awards Ceremony in Washington, DC., as well as any other in-person or virtual events as needed.
- Collaborate with all members of the organization with goodwill, transparency, and kindness.

REQUIRED SKILLS & EXPERIENCE

- Bachelor's Degree from an accredited institution
- Customer service and technical support experience required.
- Strong written and oral communication skills, including presentation and facilitation abilities.
- Familiarity or quick capacity to learn technology especially with MACs/PCs, Microsoft Office 365, ZohoONE.
- Solid organizational, project-planning, and time-management skills.

COMPENSATION

FULL TIME, EXEMPT ONLY: Salary is competitive and commensurate with experience. Employee benefits include medical, dental and vision coverage and a generous PTO policy.

COMMITMENT TO DIVERSITY, EQUITY, INCLUSION & BELONGING

Applicants are actively encouraged to demonstrate their commitment to and understanding of diversity, equity, and inclusion. Multiplied Good is committed to living its mission by building a culture of service. At Multiplied Good, we get to spend our time surrounded by people who see service as part of who they are. Multiplied Good strives to ensure everyone interacts thoughtfully, with respect, and with kindness. From our staff to our consultants, vendors, partners, and other stakeholders engaged in the work of Multiplied Good, our culture of service is not only core to what we do, it is core to who we are.

HOW TO APPLY

Respondents should send a resume and cover letter to: careers@multipliedgood.org. Please add "Associate, Technology Support" to the subject line and note where you heard about the opportunity in the body of the email. Applications will be considered on a rolling basis until the position is filled.

Multiplied Good is a 501(c)3 nonprofit with 100% remote workforce, and welcome applications from anywhere within the United States. As the opportunity and business need arises, travel to any part of the country may be expected.

All qualified applicants are encouraged to apply. We are committed to building a diverse team to represent the communities we serve, and to pro-actively create a work environment where all voices are heard and valued.