



Information Technology Specialist

Position Overview:

NCIIA's Information Technology Specialist generates, implements and supports web and IT tools and content to further the organization's mission and operations. The Information Technology Specialist is an integral member of the organization, responsible for: short- and long-term project planning, web applications support, intranet administration, ensuring data integrity, process and project documentation, vendor relationship management, and day-to-day technology support in pursuit of organizational objectives.

Duties and Responsibilities:

- Aligning, planning, and implementing current and future technology utilization; identifying and implementing technology solutions to advance organizational objectives.
- Web administration to include web publishing support (HTML and CSS document layout) and web applications support (Drupal implementation, administration and custom PHP, MySQL, Javascript development).
- Network and database administration (server and FileMaker administration, some familiarity with network hardware (switches, patch panels)).
- Data-integrity and backup management.
- Managing relationships with external vendors and other external suppliers of hardware and software (day to day problem resolution and quality assurance).
- Documenting issues and troubleshooting custom software applications (issue tracking and revision control).
- Providing and facilitating software and systems training.
- Manipulation of audio and video media formats for multiple distribution streams (editing experience a plus, transcoding experience necessary).
- Supporting staff in day-to-day and custom application use and maintenance.

Qualifications/Experience:

This position requires an individual with superior interpersonal and communication skills; the ability to quickly engage, analyze, support, and modify open source and internally-developed code bases and applications; the capacity to create, implement, and support long- and short-term operational technology decisions; excellent multi-tasking abilities; and an enthusiasm for supporting entrepreneurship education. Previous experience in a relevant role and bachelor's degree required.