

Technology Coordinator

Do you have the ability to work well with others and knowledge of computer operating systems, hardware, and software? Then come work with us!

Position Available

The Food Research & Action Center (FRAC), a nonprofit public policy, research, and advocacy organization that works to end hunger in the U.S., is seeking a Technology Coordinator. The successful candidate will assist with operations, troubleshooting, and maintenance of the technology infrastructure and systems of FRAC. The candidate must be a very good problem solver, as the job consists of researching and solving technology-related problems.

The Technology Coordinator reports to the Chief Operating Officer and will work closely with FRAC's Senior Technology Coordinator and outsourced technology vendors.

Organizational Background

FRAC works to improve the nutrition, health, and well-being of people struggling against poverty-related hunger in the United States through advocacy, partnerships, and by advancing bold and equitable policy solutions. To attain this mission, FRAC engages in research, policy analysis and advocacy, coalition-building, outreach, technical assistance and training, and an array of communications strategies. In partnership with hundreds of national organizations, schools, state and local nonprofit organizations, public agencies, corporations, and labor organizations, FRAC addresses hunger and food insecurity, and poverty as their root cause.

What's attractive to the right candidate?

- This position will work directly with all levels of staff.
- This team member will be joining an organization where diversity, equity, and inclusion, open communication, and work-life balance are valued.
- This team member will be joining an effective, committed, high-performing group of colleagues who are well-regarded in the community.
- FRAC is financially stable with a track record of effective fund development and a plan for continued growth.

Duties and Responsibilities

The successful candidate will work together with all of our technology vendors to troubleshoot computer and technological problems and to keep the technological aspect and tools of the organization running smoothly.

Duties and responsibilities include:

- Provide general end-user technology support to staff including setup, installation, and configuration of software and hardware.
- Act as one of our main contacts with technology vendors.

- Respond to, and troubleshoot, technical issues arising from problems with network access, remote access, hardware, software, peripherals, upgrades, and data collection and migration.
- Serve as a thought partner to staff, engaging in collaborative needs assessments, requirements gathering, and vetting of innovative new technology solutions.
- Recommend information technology strategies, policies, and procedures by identifying problems, evaluating trends, and anticipating requirements.
- Ensure maintenance of key best practice protocols in IT systems management, including back-up procedures, information security, and control structures.
- Assist the Senior Technology Coordinator and out-sourced technology vendors in establishing well-documented technology operations systems.
- Monitor and maintain FRAC servers and data backup processes.
- Responsible for network account management including resetting passwords, unlocking accounts, modifying user groups, creating accounts, and general troubleshooting.
- Monitoring technology inventory.
- Assists in supporting staff training.
- Performs other related duties as assigned.

Experience and Qualifications

- A minimum of 6 years of hardware and software support experience; or a combination of education and experience.
- Proficient in Windows, Office 365, internet protocols, VPN (remote access) and firewalls.
- Familiarity with digital data security best practices.
- Experience with inventory management and systems.
- Understanding of, and passion for, technology and leading-edge technology solutions.
- Experience providing technical support or training for applications and systems.
- Familiarity with VMware or similar virtualization technology, Zoom, and OneDrive.
- Ability to work both independently and collaboratively.
- Ability to communicate clearly with users with all technology proficiency levels – in small groups, one on one, and in writing.
- Commitment to racial equity and social justice.

Salary/Benefits

Salary is commensurate with experience. Generous leave, health, retirement, and other benefits.

Location

This position will require in-person meetings and work approximately 2-3 days per week in our DC offices.

To Apply:

Click [here](#) to submit a résumé, and cover letter providing a summary of accomplishments and experience. No phone calls please.

Opening/Closing Dates:

The vacancy will close when filled. However, FRAC seeks to hire a qualified individual as soon as possible.

FRAC strongly encourages individuals who can contribute to the diversity of the organization and with a passion for social justice to apply.

FRAC is an equal opportunity, affirmative action employer. FRAC is firmly committed to a policy against discrimination based on age, gender, race, religious creed, sexual orientation, disability, or ethnic or national origin.