Position Purpose: Provide primary technical support and guidance to internal users; will support computing environment including hardware, software, email, and print. Deliver training and support for all IT applications. Expert help desk and resource responsibilities.

Key Responsibility: Applications Support
- Basic understanding of the Foundation’s enterprise software (FoundationPower) and SalesForce CRM.
- Expert understanding of O365 application.
- Install and update company software and hardware as needed.
- Participate in the testing and implementation of enhancements and new systems.
- Set up and maintain user system access according to established procedures.
- Monitor vendor contracts to ensure that requirements are being met and process invoices according to established procedures.
- Provide assistance with set up, troubleshooting issues with mobile devices Conduct file maintenance activities and develop file naming standards.
- Support all virtual meeting tools and provide expert level training.
- Stay abreast of the latest developments in information technology and skills development.

Key Responsibility: Customer Service
- Log, track and respond to help desk requests for assistance from internal users with issues related to hardware and software applications; troubleshoot and resolve issues; or escalating issues to Managed IT Services vendor and other consultants when necessary.
- Provide excellent customer service to internal staff, donors, vendors and other pertinent parties.
- Identify IT training needs and develop and conduct training sessions in one on one or group format.
- Provide expert level O365 resources with the ability to develop and deliver training programs.
- Provide end-user support for other web-based applications.

Key Responsibility: Risk Management and Other Assigned IT Projects
- Assist with monitoring and maintaining necessary operating system/application backups of computer system.
- General knowledge of cyber security prevention techniques and compliance with internal, regulatory or insurance requirements.
- Assist Director of Information Systems with special projects as assigned.

Key Responsibility: Other Secondary Duties Preferred Not Required
- May assist with maintaining and updating SQL and Salesforce databases to ensure data integrity and consistency.
- May assist with maintenance of Foundation website.
- May write database queries to provide Foundation staff with requested information.
**Education and Work Experience**
Associate or Bachelor’s degree in computer science, management information systems or related field and minimum of one (1) to three (3) years of job-related experience. Experience working in a customer serving position. Nonprofit organization or community foundation background preferred; OR Any equivalent combination of education and experience that provides the required knowledge, skills and abilities.

**Knowledge and Skills**
- Excellent problem-solving skills and able to think and act independently/proactively.
- Provide end-user support for other web-based applications.
- Experienced user of O365, Exchange, and/or SalesForce with the ability to develop and deliver training programs.
- Perform help desk activities for internal staff and resolve IT-related issues for both hardware and software.
- Management of multiple concurrent projects; good organization, time management attention to detail and prioritization skills.
- Ability to communicate technical concepts to both technical and non-technical audiences with poise, tact and diplomacy.
- Ability to work independently with minimal supervision maintain a high level of confidentiality.
- Effective communication skills, including oral and written forms and well as active listening; prepare reports and document processes.

Send resume and cover letter via fax or email to:

LaTonia McCane, Director, Human Resources
The Dayton Foundation
lmccane@daytonfoundation.org
FAX: 937-222-0636
Closing Date: Friday, March 25, 2022

*The Dayton Foundation is an Equal Opportunity Employer.*