

Wellspring
Philanthropic Fund 
Job Announcement

Job Title	Information Technology (IT) Assistant
Department	Operations
Reports to	Deputy Director of Information Systems and Security (DDISS) (Reporting to the DISS if DDISS is unavailable)
Location	Washington DC
Status	Full Time

JOB SUMMARY

The Information Technology Assistant is responsible for providing comprehensive technological support to a diverse and highly mobile professional work force, with main offices in DC and New York. The right individual for this position will be meticulous, forward thinking, highly motivated, and truly thrive on helping others to succeed.

ESSENTIAL JOB FUNCTIONS

- The Assistant is responsible for supporting and proactively maintaining the day-to-day infrastructure of a state-of-the-art office and work from home environment, including responding to both remote and hands-on Help Desk-related tasks.
- The Assistant will report to the Deputy Director of Information Systems and Security on core responsibilities related to the help desk and security functions.
- The Assistant will work with the Deputy Director of Information Systems and Security to ensure IT invoices are paid in a timely manner.
- In addition, day to day responsibilities will include deploying and maintaining computer hardware, software, mobile devices, managing IT assets, promoting IT policy and security practices, and training and assisting staff with the use of new systems or technologies.
- The Assistant will work closely with the Information Systems and Operations Analyst to maintain and develop the company intranet, leveraging the capabilities of SharePoint to create workflow and knowledge management efficiencies.
- The Assistant will have a comprehensive command of current technology standards along with outstanding credentials of achievement in a technology related field.
- The successful candidate will have strong writing and oral communication skills as well as the technical skills necessary to effectively develop and deliver successful solutions with both passion and clarity.

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- The ideal candidate will establish relationships with employees and key internal and external stakeholders to ensure production and delivery of the highest-quality technology solutions with the greatest achievable efficiency.
- The ideal candidate must attend trainings and conferences to develop both technical and soft skills required to fulfill core responsibilities of supporting and protecting Wellspring's information systems.
- The ideal candidate is expected to work from the DC office every weekday with the exception of previously scheduled telecommuting days. The IT Assistant will coordinate with the rest of the IT team to ensure the DC office has on site IT coverage during days they are working remotely.
- The ideal candidate as well as all other members of the IT team are members of cyber and physical security response teams at Wellspring. They are always expected to respond in a reasonable time to emergency and/or high priority incidents, including outside of regular business hours.
- The ideal candidate will support information security initiatives and ensure the safe utilization, flow and storage of Wellspring information by applying the principles of confidentiality, integrity and availability.
- In order to minimize downtime and loss of productivity for staff, there will be times when the IT Assistant as well as other members of the IT team are required to work after hours to meet core responsibilities.

KNOWLEDGE AND SKILL REQUIREMENTS / QUALIFICATIONS

- Dedicated to our philanthropic mission and has a personal commitment to the ideals that we foster as an organization.
- Smart, friendly, and dedicated to providing the highest level of customer service.
- Able to operate effectively within a globally dispersed, complex, highly collaborative organization.
- Capable of communicating technical information to nontechnical audience effectively.
- Thoughtful in assessing the need for improving IT and adept at presenting a business case for change to upper management.
- Understand the effectiveness of a collaborative IT environment and willing to engage the team on any projects or research that align with the organization's goals.
- Able to support all internal Information and Communications technology systems and respond to users' needs in a timely manner.
- Highly adaptable and can think strategically and creatively in an entrepreneurial environment.
- Comfortable with working independently in an unstructured, dynamic environment while managing competing projects and priorities.

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- Can quickly identify, research, and resolve technical problems by leveraging the use of approved resources.
- Concrete knowledge of modern computer networking technologies.
- Capable of seamlessly multi-tasking with minimal supervision.
- Able to handle confidential client information with complete discretion.
- Fluent in Windows, Office, iOS, and cloud technologies
- Versed in some code. HTML5/CSS, SQL, JavaScript or python experience is not a requirement, but a plus.
- Exceptionally patient and outgoing. Meticulous and organized.
- Understands the importance of promoting the company's information security policies and procedures.
- Understands and values social justice, including racial and gender equity as an organizational operating principle – and is committed to continued learning on issues related to race, gender, equity, diversity, and inclusion.

Education

- Attained or actively pursuing a college degree in Computer Science, Information Systems, or relevant field of study.
- IT certifications such as ITIL, CompTIA A+, MCSA and/or PMP preferred.

Experience

- Two or more years of experience supporting a Microsoft Windows environment (Servers, Desktop, and Office 365) including iOS product integration.
- Experience providing technical customer service.
- Work in the nonprofit and philanthropic sector highly desirable;
- A commitment to issues relating to human rights and social justice required.
- Understanding of Microsoft SharePoint design, workflows and administration is highly preferred.
- Experience with cloud-managed network and mobile device management platforms.
- Experience supporting enterprise level video conferencing systems – knowledge of Polycom room systems, Crestron and Bluejeans a plus.
- Knowledge of PowerShell, Group Policy and administration of Office 365 a plus.
- Experience developing and implementing end user trainings preferred.
- Familiarity with digital security risks faced by organizations that support human rights
- Experience supporting grant management applications
- Experience delivering technology for an organization with staff who travel frequently, including to remote locations with limited IT resources and internet bandwidth
- Proven track record managing IT projects and vendors

Additional qualifications

- Able to stoop, bend, and carry moderately heavy objects such as computers and peripherals, and stoop or climb as needed to occasionally inspect cables in flooring and ceilings

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- Have reasonable dexterity of hands and fingers to operate a computer keyboard, mouse, power tools, and to handle other computer components.
- Available to travel between NY and DC monthly.
- Available to travel to domestic conferences as needed, and internationally once a year.

LIMITATIONS AND DISCLAIMER

The above job description is meant to describe the general nature and level of work being performed; it is not intended to be construed as an exhaustive list of all responsibilities, duties and skills required for the position. The team member may be required to perform duties outside of their normal responsibilities from time to time, as needed.

SALARY AND BENEFITS

Salary range: \$55-\$60,000 based on experience. Wellspring offers a very generous benefits package including payment of 100% of the health insurance premiums for employees (and 80% of the premiums for spouses, domestic partners and qualified family members). Wellspring also offers other benefits including life insurance, long-term disability protection, a group 401(k) retirement plan (with an employer match), support for continuing education, up to \$5,250 in annual student loan repayment or college savings assistance for qualified dependents and is committed to providing transgender-inclusive healthcare.

ABOUT WELLSPRING

Wellspring Philanthropic Fund is a private grantmaking foundation dedicated to advancing the realization of human rights and social and economic justice for all people. Wellspring has offices in New York, NY, and Washington, DC. Wellspring's work is rooted in respect for the dignity and worth of every human being and is informed by the following beliefs:

- Social institutions and structures should promote the full realization of human rights and human potential, and should be accountable to these ends.
- The rights of all people are advanced when the rights of the most marginalized and vulnerable peoples are protected.
- Social justice movements should employ means that are consistent with their ideals, and should give agency to the people whose interests they seek to advance.
- As responsible stewards, we must strive to maximize the impact of our charitable investments.

As a private foundation, Wellspring's key functions are to conduct research and education tailored to our mission; manage a grantmaking portfolio of various programs, administer grants and monitoring grantee performance; and work to promote the effectiveness of programs that receive donor funding.

Wellspring Philanthropic Fund believes we are strengthened by the diversity of our staff, and welcomes such diversity including race, gender identity or expression, educational attainment, disability, veteran status, and personal experience with the criminal justice system. We welcome applications from people of all cultures, backgrounds, and experiences, and we strongly encourage people of color and persons with disabilities to apply. We actively cultivate an institutional culture that reflects the values of respect, equity and inclusion that we seek through our work to amplify in the larger world.

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Wellspring hires, promotes and retains employees based on their professional qualifications, demonstrated abilities and work performance, as well as on the degree to which these qualities are required in the employment positions made available by the Foundation's service needs and business requirements. All personnel decisions, including but not limited to recruitment, hiring, compensation, assignment, training, promotion, discipline and discharge, are made without discrimination based on any protected characteristic as defined by law (e.g., race, color, religion, national origin, citizenship, ancestry, age, disability, gender identity or expression, sex, sexual orientation, marital or familial status, domestic partner status, veteran or military status, genetic predisposition or carrier status, and prior criminal convictions, as well as educational attainment).

HOW TO APPLY:

For employment consideration, please submit application to jobs@wpfund.org Subject Line: "[Your name]— IT Assistant." All applications must include:

- a resumé;
- a thoughtful cover letter, including how you became aware of this opportunity (i.e. job portal, referral, etc.) and salary requirements (must specify actual amount and range)

No phone calls please.

NOTE: At this time our preference is that applicants have work authorization to work in the United States.

The application deadline is Friday, October 16, 2020.