Information Technology Coordinator

Be part of a passionate team and rapidly growing organization! National Charity League, Inc. (NCL, Inc.) is a non-profit philanthropic membership organization that fosters mother-daughter relationships through community service, leadership development and cultural experiences. After more than 50 years, more than 235 NCL, Inc. Chapters now flourish in 26 states with 63,000 Members.

NCL, Inc. is looking for a Full-Time Information Technology Coordinator to provide technical expertise in support of our Chapters and our Headquarters office. Our systems include Digital Cheetah's Volunteer Management System, which is our public and Member website platform. This position is responsible for providing excellent Member care and troubleshooting support. Working with Digital Cheetah and the Information Technology Manager, the Information Technology Coordinator will interface with users to ensure integrity of systems, databases, security, and more. This is a Full-Time position based in Costa Mesa.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Technology support duties, including, but not limited to:

- Monitors and responds to helpdesk requests for the Digital Cheetah system, and other related Chapter needs.
- Logs, escalates and tracks unresolved issues.
- Troubleshoots issues related to software components.
- Resolves problems in a timely, cost effective, professional manner.
- Logs product feature wish list requests into the Digital Cheetah product feature wish list system.
- Supports Chapters in maintaining their public and internal websites.
- Assists new Chapters with website setup and other technology tools.

Website Maintenance:

- Manage content on NCL, Inc. website.
- Assist in creating weekly technology communications.
- Work in test environment to check functionality prior to and following quarterly releases.
- Identify and assess potential enhancements to reporting and website functionality.
- Write specifications for approved reports and enhancements.

SKILLS AND ABILITIES:

- Customer service experience
- Ability to multi-task; organizational skills
- Independent problem solving skills; resourceful
- Ability to understand user needs
- Ability to conduct user acceptance and functionality testing
- Understanding of databases and reporting

- Excellent verbal, written and listening communications skills
- Familiarity with web systems, and comfortable in both the MS Windows and Mac environments

EDUCATION AND EXPERIENCE:

The ideal candidate will have:

- Bachelor's degree in Information Technology, Computer Science or related field
- 1-2 years experience working as help desk/tech support
- Experience with and knowledge of MS Office Suite, Wordpress, Constant Contact, Survey Monkey and other web-based tools.
- Experience with Acrobat and Photoshop desired but not required.
- Knowledge of Digital Cheetah Solutions product and NCL, Inc. processes a plus!
- Or the equivalent combination of education and experience

Interested candidates should submit a cover letter and resume to: careers@nclonline.org

Please note: This job posting is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job.