IT Project Coordinator Job Posting

Founded in 2002, by the United Ways of New Jersey, NJ 211 is a nonprofit created to help people find community resources that address the basic needs of life – food, shelter, health care and more. NJ 211 is mission-driven and works tirelessly, 24/7, to answer the call for help via phone, text, chat and email. The goal is to empower people with referrals, information and hope to address their needs. With an annual budget of $7M from government and charitable dollars, NJ 211 has become a trusted resource that residents, professionals and state officials turn to times of personal crisis and statewide disasters. With national accreditation from AIRS, NJ 211 utilizes best practices in delivering information and referral services.

NJ 211 is a friendly, fast-paced and demanding work environment. Our new and professional office offers a comfortable work atmosphere, conveniently located near Route 287and Route 10. We value a life-work balance and provide four weeks PTO, flex time and hybrid schedules. Individuals with a passion for helping others will thrive at NJ 211.

Position Overview:

NJ 211 Partnership is rapidly moving services to the cloud, and upgrading existing cloud services to create a completely cloud-based infrastructure for our omni-channel contact center. As part of our drive to this cloud-based environment, we have a need for an individual to join our team to help do project coordination with vendors and staff on multiple projects and initiatives, as well as manage and administer the technology of these new cloud-based services.

The Project Coordinator will serve as lead project manager and technical liaison between project stakeholders and web development contractor. The web development contractor is an existing partner, who has worked with NJ 211 for years, and is tasked with performing discovery, design, and implementation.

The Project Coordinator will have the opportunity to gain experience in, and perhaps become the subject matter expert on one or more of these technologies for our organization over time.

Responsibilities:
- Manages several projects, including the end-to-end redesign and deployment of our new public facing web services.
- Manages Amazon Web Services and Microsoft Azure infrastructure services. This will include:
    - Administering virtual machines, data lake and other storage instances, various data and factory services to manage new and existing ETL and data management processes.

    Managing the billing and usage controls of the platforms.
    - Managing and administering the Identity and access management (IAM) for the organization.

○ Managing and administering the data analytics tools, like PowerBI, and intranet services.
- Addresses questions, concerns, and/or complaints throughout the project.
- Acts as a liaison between company, customers, and vendors.
- Outlines the tasks involved in the project and delegates accordingly.
- Other duties as assigned.

Qualifications:
- Bachelor's degree in Computer Science or related field, or associates degree with the right experience.
- 1-2 years' experience working with Windows, either administering systems and endpoints, or providing helpdesk support in a Windows-based environment.
- 1-2 years' professional technology experience, specifically working with cloud services. Will be willing to consider cloud certifications and classroom / class project experience as a substitute for some professional experience.
- Excellent oral and written communication skills.
- Project management / project coordination experience.
- Data analytics and reporting tools experience, such as PowerBI, Tableau, or Google Data Studio, a plus.
- Experience with contact center services a plus, such as Five9, CXOne, Genesys or Connect.
- Experience with web development and content management a plus, particularly Drupal.
- Experience with code development and management a plus, particularly GitHub.
- Experience working in nonprofit or social service organization or government programs a plus.
- Thrives in a dynamic, fast-paced work environment

Physical Requirements:
- Prolonged periods of sitting at a desk and working on a computer.
- The ability to lift promotional materials. Must be able to lift 15 pounds at times.

This position can be a hybrid position with work to be performed in the office 3 days a week.

NJ 211 is a disaster response organization working in partnership with the state emergency operation center. This requires all staff to be available during times of emergency, to work beyond normal hours and/or flexible hours to meet needs.

The salary range for the IT Project Coordinator is $65,000 - $75,000 based on experience.

NJ 211 does not discriminate based on race, color, national origin, sex, religion, age, disability, sexual orientation, gender identity, veteran status, height, weight, or marital status in employment or the provision of services and is an equal access/equal opportunity employer.