



Evergreen Mountain Bike Alliance Technology Assistant Job Description

Evergreen Mission:

Evergreen is a 501(c)(3) nonprofit organization with the mission of creating and protecting sustainable mountain biking opportunities in Washington State.

Summary of Position:

The Technology Assistant assists Evergreen staff and technology volunteers with maintaining and improving Evergreen's data health and web capabilities in support of the organization's strategic and tactical objectives. This role encompasses a combination of day-to-day maintenance duties (including software upgrades, system health monitoring, data maintenance, complex content posting, issue resolution, etc.) and longer-term projects (including performance optimization, system enhancements and new technology assessments and implementation, etc). A critical part of this position is focused on improving Evergreen's technology-related processes and documentation.

This position is based in Seattle, WA, at our headquarters in Greenlake, but some work can be completed remotely.

Reports to: Operations Manager

Responsibilities:

System Health and User Support:

- Analyze and resolve system and user issues (staff and outside)
- Monitor and maintain production and test environments
- Manage company's G Suite instance, including users, groups and G Drive permissions

Data Stewardship:

- Execute reporting in support of monthly financial and membership reconciliations
- Configure new event registrations
- Post new and maintain existing complex content
- Periodically check for, analyze and resolve data integrity issues
- Normalize external inputs/reports, and perform mass-imports into CRM
- Perform monthly and ad-hoc constituent data updates per customer or staff requests
- Update company KPI's, dashboards and other required reporting per set schedule

Capability Enhancements:

- Collaborate with staff, volunteers and 3rd party vendors on enhancing existing and developing new capabilities
- Responsible for testing new capabilities (including test case definition)

Process and Vendor Management:

- Communicate with 3rd party vendors, and monitor performance
- Maintain existing and develop new tools, templates, procedures and documentation

Required Qualifications:

- 5 years website and database maintenance experience
- Basic experience with web dev technologies, including HTML, CSS, PHP, Javascript, Bootstrap, MySQL, etc.
- Experience with Joomla, CiviCRM and GitHub or other comparable tools
- Proficiency with Microsoft Office suite and G Suite
- Highly organized, with attention to detail and passion for documenting and implementing technology solutions

- Rad communication skills
- Ability to collaborate with and train staff and volunteers
- Represent Evergreen & the sport of mountain biking in a positive, professional manner at all times

Classification: Non-Exempt.

Hours: Part- time 20 hours/week

Benefits: None

Compensation: \$20/hr initially with a potential increase to up to \$25/hr based on strong performance and goal completion