



Maine Community Foundation Job Posting Position: Information Technology Associate

Who We Are

Maine Community Foundation works with donors and other partners to improve the quality of life for all Maine people. Our mission is to bring people and resources together to build a better Maine. We have a commitment to equity and expect that all staff will use equity to inform their work with us. Learn more about us by visiting our website: <https://www.maine.org/>.

Position Summary

The Information Technology Associate supports and maintains all MaineCF business applications and systems. The position is responsible for configuring and supporting MaineCF systems, updating hardware and software, troubleshooting system errors, and assisting MaineCF in meeting all IT needs of the organization.

Essential duties and responsibilities:

- Provides IT help desk support to various end users, in-person and remote, within established timeframes.
- Administers, monitors, maintains, and troubleshoots: Microsoft 365, Microsoft Teams Rooms & Voice, network, intranet, data security, and email security.
- Installs and configures basic hardware and software to provide computer and network access to staff.
- Ensures staff are educated on the effective use of available technology (e. g. network, software, devices) by providing ongoing training and end user support.
- Analyzes and audits existing systems to identify areas for improvement.
- Performs routine maintenance on software and hardware that compose existing systems.
- Ensures all systems and programs are carefully documented.
- Identifies opportunities for technology-based improvements to achieve smoother, more successful, and potentially automated processes.
- Assists with maintaining an inventory of office assets to monitor and track age, location, quantity, etc.
- Maintains updated policy and procedure documentation for handling critical or mandated IT, facilities, equipment, and vendor activities.
- Oversees and maintains network infrastructure, including monitoring use and performance.
- Serves as an active and contributing member of the Tech Team.

Qualifications needed for position:

The following are required for the position:

- Experience with supporting/administering Office 365, Azure, Intune/Endpoint Manager, Zoom, MS Teams, and SharePoint.
- Experience with cloud-based systems and how they impact different business processes.
- Demonstrated skills in software and hardware problem resolution.
- Demonstrated ability to interpret business needs and goals into systems solutions.
- Demonstrated ability to work independently in a fast-paced environment, prioritize across multiple

projects, and manage time effectively.

- Excellent written and verbal communication skills, including the ability to convey technical information in a clear, concise manner that is understandable by all staff.
- Able to lead and support small to medium projects with minimal supervision.
- Willingness and ability to travel within the state of Maine.
- Willingness and ability to occasionally work non-standard hours, including weekend or evenings.

The following are preferred but not required for the position:

- Knowledge of data management software programs.
- Knowledge of SQL Server, SSIS, SSRS, IIS Server, Content Management Systems, Remote Desktop Services.
- Experience working with network and server management.
- Knowledge of grant management applications and systems.
- Experience with Microsoft Teams Room software.

Location and Schedule

This is a full-time (37.5 hours/week), hybrid position (2 days in office, 3 days remote), based out of our Ellsworth, ME office.

Compensation and Benefits

- Salary range of \$55K-\$61K annually, based on experience and qualifications
- Health Insurance, 100% employer-paid premium for single coverage
- Dental Insurance, 100% employer-paid premium for single coverage
- Employer-paid short-term disability, long-term disability, and term life insurance
- 401(k) retirement plan with a 6-9% company contribution vested immediately
- 21 paid days off per year (increases with tenure)
- 13 paid holidays per year
- Employee Assistance Program (EAP)
- Wellness benefit

Our Hiring Process and Timeline

To apply, please email a resume and cover letter that explain how your skills and experience fit this position to resumes@mainecf.org by **Sunday, October 2nd**.

- Application deadline is **October 2nd**.
- We will notify you on **October 7th** if you have been selected for a phone screen.
- Phone screens will be **October 11th-14th**.
- In-person interviews will be **October 17th-20th**.
- We would like the selected candidate to start in the beginning of **November**.

For questions, please contact: resumes@mainecf.org