



Position Title: Operations and Technology Coordinator
Location: 5 Shaws Cove, New London, CT
Reports to: Co-Executive Directors

CPAC is hiring an *Operations and Technology Coordinator* to add to our team. This is a 35-hour-per-week position. The salary range is based on experience.

The *Operations and Technology Coordinator* handles day-to-day technological and operational functions that enable the Center processes and functions to run smoothly. The role requires exceptional organizational skills, time management, an in-depth understanding of a wide variety of technologies, a willingness to explore and learn new technology, work independently and as a team, attention to detail, and strong project tracking abilities.

Requirements:

- A person who is collaborative and partnership-oriented
- A person who understands and has a strong connection to CPAC's mission and vision
- Flexibility in duties and scheduling required
- Ability to prioritize tasks and manage multiple projects simultaneously

Required Qualifications:

- Bachelor's degree or high school diploma and equivalent work experience
- Strong knowledge of hardware and software systems (especially web-based and cloud-based technologies)
- Self-directed, self-starter, well organized, strong motivational skills, lifelong learner, and committed to CPAC's mission
- Strong problem-solving skills
- Excellent communication skills, both oral and written and interpersonal skills necessary to interact with the public and CPAC staff

Job Duties:

Technology:

- Overseeing and managing all technology-related activities within the organization including hardware, software, network systems, and user support
- Collaborating with different departments to assess technology needs, implement solutions, and provide staff training on new systems and tools
- Provide day-to-day technical assistance support to staff as needed
- Manage maintain, and troubleshoot hardware and software systems
- Oversee the installation, configuration, and upgrading of computer systems and applications
- Troubleshoot and work with outside IT providers and telephone support around issues that may occur with technology, phone systems, and office machines

- Partnering with Executive Directors, managers, and other staff on researching, planning, and implementation of new technology and working on new projects that result from additional grant funding
- Navigating and managing Google and Microsoft packages
- Social media coordination; Meta, Facebook, Instagram, LinkedIn, and TikTok. Including posting, video editing, and understanding analytics (in coordination with social media teams)
- Work with vendors and contractors to procure technology equipment and services
- Creating, editing, captioning, and posting videos; Adobe and YouTube
- Creating content in the Canva graphic design tool

Operations:

- Answering phones and managing emails on designated days and filling in as needed for administrative assistant
- Data entry and some management of data management system; Quickbase
- Support CPAC in fulfilling the duties, responsibilities, and deliverables in our federal grant and state contracts including supporting data collection and reporting several times per year
- Training coordination including tracking requests, scheduling in Eventbrite and Zoom conferencing; scheduling language interpretation, ensuring captioning, and data collection
- Coordinating interpretation for presentations and translation of PowerPoint presentations
- Working closely with our Youth Team and Youth Advisory Board (YAB) to develop ideas, create content and marketing information, and support YAB podcast development
- Working closely with the *Communications and Marketing Coordinator* on projects including marketing, content development, and additional projects as needed
- Working closely with the *Administrative Assistant, Communications and Marketing Coordinator*, and other staff to keep the office running smoothly and support in-office and offsite staff
- Other activities as requested by an Executive Director

Preferred Skills:

- Familiarity with database management systems and data analytics tools
- Experience working with families of children with disabilities
- Bilingual Spanish preferred
- Experience with nonprofit operations
- Cross-cultural skills and experiences

This job description provides a framework for the Operations and Technology Coordinator’s role within the organization and may evolve based on organizational needs.

To Apply:

Please send a resume and cover letter with “Operations and Technology Coordinator” in the subject line to Beth Reel at resumes@cpacinc.org.

We welcome people with disabilities to apply. The Connecticut Parent Advocacy Center is committed to providing equal employment opportunities to all employees and candidates for employment without regard to race, religion, color, national origin, ancestry, ethnicity, sex, pregnancy, gender identity, sexual orientation, age, physical or mental disability, genetic information, veteran status, or any other legally protected status or designation.