

POSITION ANNOUNCEMENT

NetCorps: *Lead Technologist, Web Services*

Full-Time Position, 40 hours/week

The position will remain open until filled.

About NetCorps:

NetCorps is currently seeking applications for the position of Lead Technologist, Web Services in our Durham, NC office. NetCorps is a 501(c)(3) nonprofit organization dedicated to helping other nonprofits organize, advocate and address social, community and environmental issues through appropriate use of technology. Since establishing our Durham office in 2001, we have worked with close to 200 nonprofits statewide by providing web and database application development, technology planning and assessment, training, online advocacy and fundraising strategies, network implementation and desktop troubleshooting and support. We are looking for a passionate, socially-conscious, technology advocate and aficionado to join our team and help us provide technology for the greater good.© To read more about our mission, staff, experience, clients and special projects, please visit our website at www.netcorps.org. NetCorps is an Equal Opportunity/Affirmative Action Employer. NetCorps does not sponsor individuals for the purposes of obtaining H1 Visas.

Application Process:

Applicants should email a resume, link(s) to online web portfolio, two references and a cover letter to shelly@netcorps-nc.org. All materials must be made available via email/Internet. No phone calls, unscheduled in-person inquiries, paper resumes or CDs.

Position Description:

The Lead Technologist, Web Services is a full-time position that will report to the Managing Director. This position will be responsible for providing a variety of technology services to grassroots nonprofit groups. In addition to technology skills and project management experience, a background in social justice, civil rights, environmental, and/or community-based work and the ability to work with diverse groups is a must.

I. Creation, maintenance and support of websites.

This employee will work closely with nonprofit organizations to manage life-cycle development of websites (plan, design, develop, test, maintain, launch, market and support). S/he will interview nonprofit staff, volunteers, clients, vendors and board members in order to achieve a full and deep understanding of the organization's mission and goals and translate those critical concepts into a website. This employee will work with organizations to design logos and other graphics and/or animations for the web, calling on competent, trusted consultants to assist in the process as needed. S/he will also provide ongoing support by responding to telephone, email and personnel requests for technical support in an efficient, friendly and timely manner.

Web skills include:

- Strong, cross-browser programming skills in HTML, CSS, JavaScript
- Substantial experience with DreamWeaver (and other WYSIWYG editors)
- Plone (experience strongly preferred)
- Skill in using and editing Content Management Systems
- Proficiency with graphics/desktop publishing tools such as Distiller, Quark, PageMaker, etc.
- Commanding knowledge of Flash, Fireworks and/or other graphics and animation tools
- Strong comfort level with a variety of FTP programs
- Competency with the following is a plus: DHTML, XML, Python, Zope, PHP, Perl, CGI

- Outstanding skill in website usability, accessibility, navigation, design and information architecture

II. Website assessment, planning and budgeting.

This employee will consult with nonprofit organizations to assess their current websites and determine the need for technologies where appropriate. The assessment process will consist of staff, board, volunteer and vendor interviews; thorough process mapping and documentation; in-depth research into software solutions; creation and implementation of detailed, step-by-step plans for website projects; identification of funding resources, discounts and in-kind donation opportunities available for each project; and identification, recommendation and pricing structure for any additional hardware, software, hosting or other infrastructure or services needed to support each website or database project.

Assessment skills include:

- Excellent verbal and written communication skills for communicating with tech novices in a non-technical manner and for communicating with tech vendors and support providers using appropriate technology vocabulary.
- Experience/ability to write project proposals to potential clients
- In-depth research using a variety of sources
- Proficiency in Spanish (speaking, understanding, reading, writing and editing) is a plus.
- Uncompromising attention to detail particularly as it pertains to documentation, communication and quality assurance

III. Training end-users in web tools and technologies.

This employee will conduct seminar, small group and one-on-one training to nonprofit staff, board and volunteer users at a variety of levels on topics including internet tools selection and usage, CMS navigation and utilization, email optimization (Outlook, Outlook Express, Thunderbird, web-based mail services, and MS Exchange), FTP, DreamWeaver (and other WYSIWYG editors), and online fundraising and advocacy tools and techniques. S/he will be expected to participate in local, statewide, regional and national meetings and conferences to provide technology training.

Training Skills Include:

- Effective presentation creation (using PowerPoint and/or other presentation software)
- Excellent public speaking skills
- Experience in training groups of varying sizes and technical abilities
- Demonstrated ability to make technology understandable to lay people
- Experience with development of technology training materials (handouts, manuals, forms, templates, exercises and activities) for online and print dissemination
- Ability to diplomatically handle technology questions from users of all levels

IV. Management and development of project-based client relationships.

This employee will be expected to manage entire projects or portions of projects including timelines, staffing plans and budgets; therefore, exceptional project, time, and client management skills are mandatory for this position

Project, time and client management skills include:

- Promptness in responding to client needs
- Ability to coordinate with NetCorps staff, client staff and vendors on multiple top priority projects so that deadlines are satisfactorily met and quality of work is not compromised
- Multitasking and prioritization skills to track tasks and support multiple simultaneous activities under deadline in a busy work environment
- Ability to communicate project status with NetCorps' staff and clients

- Must be a resourceful, highly-motivated self-starter that can take charge of projects with very little supervision or guidance and can work equally as well as a team lead/member
- Must be able to plan and manage time efficiently to remain flexible enough to address immediate or emergency-level client needs
- Maintaining an even temperament and excellent customer service skills under high stress
- Knack for accurately estimating project time and budgets

V. Technology tool use, comparison and recommendation.

This employee will be required to stay abreast of industry news and trends (in both the Information Technology and nonprofit sectors) in order to recommend and implement the best, most cost effective website and database software and tools. The employee will be expected to achieve this by subscribing to and reading relevant list serves, newsgroups, websites, journals and magazines; attending user group meetings, conferences and seminars; reading books; and networking with other nonprofit and Information Technology workers. The employee must also research and evaluate various technologies as needed to assist clients on the most effective uses of web and database technology.

Skills and experience include:

- Experience communicating with, choosing and managing technology vendors
- Past or current participation in non-profit technology assistance provider networks
- Knowledge of and experience using free online tools (PDF995, BelArc, Spybot, etc.) and/or the ability to easily research and locate them

VI. Other duties as required to support NetCorps and our mission.

Other duties may include, but are not limited to updating and maintaining portions of the NetCorps website; maintenance and support of NetCorps databases; participation in fundraising and evaluation; monthly office cleaning; accepting equipment donations from donors and/or delivering equipment to clients.

Non-technical skills and experience include:

- Ability to lift 40 lbs.
- Valid NC Driver License and a safe driving record
- BA/BS degree from an accredited institution
- Ability to travel statewide with occasional out of state travel

VII. Bonus Skills

While this position will be focused on website planning, development and support, the following skills are not required for this position, but will be considered a plus:

- Network skills (networking)
- PC hardware and software troubleshooting, upgrade and repair
- Creation, maintenance and support of databases
- Server configuration experience
- Knowledge of server operating systems (especially Windows Server 2000 and 2003)
- Networking concepts and terminology
- Familiarity with configuring routers, hubs, switches, network printing
- Working knowledge e-newsletters, online advocacy tools
- Familiarity with online communications technologies such as IM, blog, intranet, extranet, podcasting, wiki, VoIP, RSS
- Email configuration and management with lists, contact management, webmail, POP/IMAP, hosting, spam, spyware, viruses.
- Plus: ability to cure virus and spyware infected computers.