

Technology Coordinator

The North American Securities Administrators Association (NASAA), a prominent Washington, D.C. association devoted to supporting the work of state and provincial securities regulators, is seeking to hire a Technology Coordinator who will be responsible for supporting NASAA's network, hardware, software, and security systems. The position will also be part of the larger operations team within the organization and will assist in ongoing operations, aiding in the procurement and maintenance of hardware and software, and working in response to user issues and ensure compliances are being met. While the primary responsibilities of the position will revolve around IT hardware and infrastructure, this position may provide opportunities to grow web development and networking skills as well.

Key Responsibilities:

- Provide Tier I/II support to company laptops, desktops, printers, and software.
- Support the training of users in compliance with policies and procedures.
- Assist in device updates and hardware lifecycles.
- Assist in the evaluation of network architecture and hardware and software configurations for security vulnerabilities.
- Assist in updating business continuity and disaster recovery plans.
- Prepare and ensure accuracy of IT inventory, documentation, procedures, manuals, checklists for network installations/configurations/processes, and service records.
- Assist Technology and Product Manager in researching new technology deployments, services, protocols, and standards.
- Support development and implementation of networking projects.
- Assist in support and maintenance of CISCO VoIP phone system.
- Manage online listservs.
- Ability to work, or be on-call, occasional nights and weekends.
- Perform other responsibilities as appropriate.

Required Skills:

- Ability and willingness to quickly learn new programs, processes, and terminology.
- Basic knowledge of cybersecurity, general data privacy practices, and laws.
- An understanding of technology, with the ability to conceptualize abstract technical requirements, while distilling the information into tangible summaries.
- Attention to detail and ability to work autonomously.
- Superior written, verbal, and interpersonal communication skills.
- Ability to assist and/or train users in Microsoft Office, Adobe, and other desktop publishing applications.
- Excellent analytical and logical troubleshooting skills.
- An understanding of WordPress, HTML and CSS in a LAMP environment a plus.

Education/Work Experience Required:

- B.A. or B.S. degree, an associate degree, or equivalent industry experience required; technical certifications are a plus.
- Experience at a non-profit is a plus.