



IT Operations Specialist

Location:

South Salem, NY

Summary:

The Wolf Conservation Center is a 501c3 non-profit organization whose mission is the protect and preserve wolves in North America through education, advocacy and participation in both the Mexican gray wolf and red wolf Species Survival Plan. We are seeking a motivated IT Operations Specialist to play a key role in the Wolf Conservation Center's mission through support and enhancement of our extensive technology footprint. The successful candidate will manage and support WCC's IT technical operations including infrastructure, hardware, and software. This position will be the main resource and caretaker of the fundraising database and online marketing platform, ensuring database, accuracy, integrity, regular data hygiene and maintenance. This role will not only be the primary technical support contact for WCC staff but also have the opportunity to provide continuous technical innovation and improvement across the WCC ecosystem. The candidate will be responsible for designing and executing standard and custom queries, reports, and dashboards to support operations and development. This a hands-on position.

Responsibilities:

- Provide hands on support for all WCC technical operations and infrastructure (network equipment, hardware, software and firmware) on a day to day basis
- Work with management to develop a strategic IT plan, robust security program, and technology roadmap to support operations and keep WCC on the cutting edge from a technical footing
- Handle IT administration, user support, database hygiene and maintenance
- Support operational database best practices, processes and standards to ensure data accuracy and integrity
- Maintain and enhance the WCC website, webcams and live streaming platforms.
- Conduct database analysis and develop queries, exports, reports and dashboards.
- Execute data imports and exports and between systems in a timely manner and investigate and resolve any exceptions
- Research reconciliation discrepancies between disbursements and fund raising database
- Proactively assist users in determining more efficient ways to utilize technical tools and provide troubleshooting support when issues arise
- Research, propose, and implement new innovative technical approaches to support the WCC mission and outreach
- Serve as primary contact for any technology related third party vendors
- Responsible for necessary audio/visual needs for all onsite/offsite events.
- Professionally represents the WCC, providing excellent customer service to internal and external constituents.
- Adheres to and promotes the WCC's mission, core values, and strategic initiatives.
- Perform additional duties and projects as assigned.

QUALIFICATIONS:

The ideal applicant will have:

- An understanding and alignment with the Wolf Conservation Center's missions and objectives.
- A bachelor's degree in Information Technology or similar field

- At least 2-3 years of hands on experience managing and supporting systems and users in a Microsoft Windows environment
- Formal experience with network security best practices and networking and security technologies including firewalls, anti-virus, and encryption technologies.
- Experience with web development, scripting HTML, CSS, and live streaming a plus
- 2-3 years of relevant job experience managing data and building reports and queries. SQL experience a plus
- Experience using Raiser's Edge and Luminate Online preferred but not required
- Attention to detail and critical thinking skills
- Ability to multi-task and effectively manage multiple projects
- A demonstrated ability to investigate, analyze, and synthesize data into user-friendly and concise formats
- Ability to be discreet with confidential data
- Excellent written and oral communications skills
- A positive attitude, be proactive and show initiative
- Be a team player who can work in a fast-paced, deadline-driven environment, while also being able to work individually with little direction
- The ability and willingness to work a flexible schedule when required

Salary Commensurate with Experience. For consideration, please send your resume, cover letter and compensation requirements to careers@nywolf.org

The Wolf Conservation Center values diversity and is an equal opportunity employer. All employment is decided on the basis of qualifications, merit, and business need