

Technology Specialist

Organization Overview

The National Institute for Children's Health Quality (NICHQ) is a mission-driven nonprofit dedicated to driving dramatic and sustainable improvements in the complex issues facing children's health. We provide deep expertise in building and managing effective change strategies that align partners and engage participants to achieve better outcomes for children's health. At the heart of what motivates us is the belief that children and families deserve better systems and supports so that every child achieves their optimal health. Because of this belief, addressing social determinants of health, eliminating health disparities, and achieving equity are central to our mission. We believe that by creating a culture of diversity, equity and inclusion, we will similarly foster greater strength and resilience within and beyond the organization.

Position Overview

The Technology Specialist supports project teams and other staff in the implementation, adoption, and maintenance of relevant technologies. The Technology Specialist serves as the primary point of contact for general technical inquiries and needs, coordinates requests and solutions, orients internal and external stakeholders to the use of various technologies, and collaborates with organizational and project leads to conceptualize and execute ad-hoc technology-focused efforts. This person in this position will specifically provide technology support to the Supporting Healthy Start Performance Project (SHSPP), including project website management and technical assistance to site users.

Summary

Career Level: Entry-Level

Status: Full-Time Employee

Education: Bachelor's Degree preferred and/or Training and experience in technology field

Reports To: Senior Manager for Technology and Business Solutions

Responsibilities

Healthy Start:

- Manage the CAREWare data platform (e.g., build and manage forms and reports), and support grantees using it (e.g., training, documentation, technical support)
- Manage the Healthy Start EPIC website, including maintaining overall functionality, managing content, administering users, providing accessibility remediation support, and assisting with other design or enhancement efforts
- Provide support for the project team to ensure smooth technological execution of all virtual events on Zoom (or other webinar technology platforms) and large in-person meetings
- Proactively bring ideas as to how to maximize the project team's use of technology, as well as solutions or advice regarding any anticipated issues

Organization:

- Serve as the primary point of contact for general technical inquiries and needs, tracking and supporting internal and external stakeholders in their use of NICHQ technologies—including websites, web conferencing, and the organization’s marketing and survey administration platforms
- Participate in development activities (i.e., configuration, code, systems administration), as skills allow and as needs arise
- In conjunction with the Senior Manager for Technology and Business Solutions, provide technical support related to the proprietary NICHQ Collaboratory (CoLab) platform, including assessing and defining project requirements, configuring new site pairs (i.e., communities and data portal), conducting onboarding sessions, and contributing to ongoing technical support
- Support the facilitation of IT-related orientations for new staff, including setting up new accounts and maintaining staff lists
- Contribute to quality assurance processes and to writing and maintaining technical and support documentation across all NICHQ technologies
- Conduct the annual security awareness training program and phishing campaigns, ensuring employee completion and implementing complementary components as needed
- Collaborate with the Senior Manager for Technology and Business Solutions and other department and programs leaders on ad-hoc technology-focused efforts that support both critical internal business functions and project effectiveness and impact

Qualifications

Technical

- Demonstrated understanding of relational databases
- Experience working in a content management system, such as Drupal or WordPress
- Experience working with virtual polling system, such as PollEverywhere
- Demonstrated skill in frontend web technologies, including HTML, CSS, and JavaScript
- Comfort using Photoshop and other Adobe applications
- Experience with survey, email marketing, and constituent relationship management platforms a plus
- Proficiency with Windows and Microsoft Office 365—Linux a plus
- Ability to communicate technical concepts to non-technical staff
- Writes and otherwise communicates clearly, especially in translating technical concepts to non-technical staff
- Comfort presenting to large groups using video meeting technologies

General

- Bachelor’s degree or training and experience in technology required
- Highly task-oriented—able to manage and complete multiple tasks
- Clear and courteous in both verbal and written communication
- Consistently sound judgment and an ability to work successfully in a rapidly changing, fast-paced, and collaborative environment
- Interest in public health, health equity, children’s health, or data science; experience working in a non-profit environment a plus
- U.S. citizenship—a requirement of federally-funded project work

Salary and Benefits

Salary will be commensurate with qualifications and experience. Excellent benefits package, including medical, dental, disability and life insurance, flexible spending accounts, paid earned time off and holidays, and commuter benefits.

To Apply

To apply for this employment opportunity, please complete and submit an online application at [NICHQ.org](https://nichq.org). If you have any trouble accessing the application form, please email careers@nichq.org.

NICHQ is committed to increasing the representation of people from culturally and linguistically diverse backgrounds in our workforce and to value and embrace their skills, perspectives and experiences for the benefit of our mission. NICHQ is an equal opportunity employer; all qualified applicants will receive consideration for employment without regard to race, color, religion, national origin, gender, sexual orientation, age, marital status or disability.