



**GROUND
ED
SOLUTIONS
NETWORK**

strong communities
from the ground up

Title: Business Systems & Technology Operations Administrator	Reports to: Director of Technology Operations
Department: Technology Operations	Status: Full-Time, Exempt

About Us

[Grounded Solutions Network](#) is a national nonprofit dedicated to shaping communities to be equitable, inclusive and filled with opportunity for all. Strong and inclusive communities provide the foundation that people and families need to thrive, both in the present and for future generations. As a national membership organization, we support nonprofit and government practitioners, community resident leaders, advocates, elected officials, and other housing professionals with the tools and knowledge they need for success. We promote the creation and preservation of quality housing that remains affordable for generations. Our work specifically targets creating and expanding housing with lasting affordability, using a racial equity lens.

Our organizational culture is evolving and strives to address critical thinking and consciousness about race and class as an integral part of advancing our affordable housing mission focus. We seek candidates who are dedicated to achieving measurable racial equity impact as both a process and outcome of our mission. We are continually working toward building a staff team that is as racially and culturally diverse as the communities that we serve. All qualified applicants will receive consideration for employment without regard to race, color, religion, gender, gender identity or expression, sexual orientation, national origin, genetics, disability, age, or veteran status.

About the Position:

The Business Systems & Technology Operations Administrator serves as Grounded Solutions Network's internal Salesforce and technology specialist, ensuring that our cloud-based solutions meet the ever-evolving needs of the organization. This position applies technical, business analysis, and project management skills to create positive change within our organization and in communities around the country. The position will join the Technology Operations team to administer Grounded Solution Network's Salesforce instance and other technology systems.

The Business Systems & Technology Operations Administrator will work closely with the Director of Technology Operations to shape how work gets done with technology and drive best in class operations efforts. This position requires a self-starter, who can bring technical expertise and a desire to help use technology to create efficiencies and solve problems. Success in this role requires significant knowledge of the Salesforce.com and Microsoft 365 ecosystems as well as a solid understanding of general technology areas: operating systems, computer hardware, security, relational databases and web fundamentals. The position will have a part in building, testing, and deploying solutions for the organization that drive impact, as well as managing external consultants and the managed service provider (MSP). The ability to collaborate remotely with all program teams while building buy-in for and facilitating adoption of technology solutions is critical for success in this position. We're looking for someone who is confident in handling day-to-day operations, excels as a mentor to their colleagues, and can participate in organization wide infrastructure projects. We currently have 32 staff located in 17 states and four time zones and are looking to continue growing over the next year.

The ideal candidate is passionate about tech and loves helping people solve problems. The Business Systems & Technology Operations Administrator will serve as the go-to person for tech support, making sure the organization's day-to-day tech needs are met from start to finish, including implementation, ongoing support, processes documentation, and user training. The goal is to make sure the organization's technology systems are running smoothly and meeting programmatic needs.

Key Responsibilities:

Business Systems Administration (33%)

Serve as internal expert on the technical side of all business systems, understanding how to administer, troubleshoot, and integrate systems (with external support if necessary).

- Serve as primary Salesforce Administrator to meet the organization's support, operations, and growth needs
- Manage, administer, and maintain all other organization business systems and technology (Microsoft365, Asana, EurekaLMS, FormAssembly, Zoom, LastPass, Dropbox, Campaign Monitor)
- Support the development of data governance policies to maintain data integrity and database best practices.
- Develop and implement a Salesforce technical debt remediation plan to maintain continuous product health.
- Develop and maintain release notes, business processes, and training materials.

Business Systems Analysis and Project Management (33%)

Learn the organization's needs/wants, assess those requests against the organization's overall goals, design solutions, and execute the developed plans (with support from Director of Tech Ops).

- Manage the full product lifecycle of Grounded Solutions Network's Salesforce instance from discovery, design, development, testing, deployment, measurement, and technology strategic plans for the organization under the direction of the Director of Tech Ops.
- Understand, analyze, and design processes within and between individual or integrated systems.
- Serve as project manager for organizational-related Salesforce and technology systems enhancements; develop schedules and milestones to track the progress of technology implementation.
- Collaborate with teams across the organization to develop technical capacity and ownership of business processes and impact data.
- Conduct regular staff trainings on best practice use of all business systems.
- Motivate staff to develop and implement meaningful use of technology through regular team coordination and one-on-one check-ins.

Technology Operations (33%)

Ensure that general, day-to-day technology operations run smoothly and that staff have everything they need to focus on their work and be successful in their roles.

- Manage IT-related onboarding/offboarding tasks for staff (account configuration, hardware setup, etc.) and support new user training.
- Manage IT support requests from teams and individuals, escalate to MSP as needed.
- Coordinate with office-based staff to manage on-site office needs.
- Manage hardware and software assets; coordinate repairs, procure new hardware, etc.; manage software license lifecycle.
- Work with MSP to administer M365 (Entra, Exchange, Teams), and other Microsoft products (Azure, Defender, and Intune).
- Participate in annual Tech Ops planning/ budgeting process, department level work planning, and goal setting.
- Support the IT security program by adhering to adopted best practices, performing guided audits, and making improvements under direction of the Director of Tech Ops.
- Manage consultants and vendors to expand capacity and oversee special projects.

Qualifications for Entry into this Position

Grounded Solutions believes that our team should reflect, respect, and understand the diversity of backgrounds, identities, and experiences of the communities that we serve. We strongly encourage people of color, people of all gender identities, people with disabilities, and LGBTQ+ candidates to apply. Studies have shown that men apply for jobs

when they meet only 60% of the qualifications, but women only apply if they meet 100% of them. If you are unsure that you qualify for the position but think you'd be great at the role, we encourage you to apply anyway. If you don't have the minimum qualifications, you may be offered a different position and title, and we would partner with you to help you gain the skills necessary for the position as posted.

Knowledge, skills and abilities

The ideal candidate is a solutions-oriented team player with strong technical skills and good judgment about what approach to take, who enjoys sharing that knowledge and wisdom with our team to deliver streamlined processes that improve the efficiency of the organization.

- Senior level contributor with minimum of 5+ years' experience, including experience working within a nonprofit
- 3+ years' experience administering (or part of a team that administers) Salesforce (Nonprofit Success Pack a plus)
- Strong knowledge of Salesforce administration (custom objects, process automation with Flow, validation rules, approval processes, user permissions, data loading, data management, managed packages, etc.)
- Experience with cloud platforms we use or similar: Microsoft Office 365, Entra ID, Microsoft Intune, Zoom, Asana, Dropbox, LastPass, Form Assembly (or other survey design tool), Campaign Monitor (or other mass email tool)
- Solid knowledge of IT security basics (cyber security, incident response, single sign on and multifactor authentication solutions)
- Exceptional organization and project management skills to manage complex projects within budget and schedule, as well as the ability to manage external consultants and budgets
- Ability to critically evaluate information gathered from multiple sources and translate business cases into technical solutions
- Proven ability to design and implement new processes and corresponding resources to facilitate user adoption
- Exceptional communication and training skills. Ability to build relationships with a diverse workforce from different backgrounds, particularly in virtual environments.
- Resourceful. Able to remove own roadblocks and identify critical needs for success. Constantly learning and thinking innovatively.
- Demonstrate initiative, flexibility, accountability, and openness to change.
- Experience with data analysis and publishing platforms, such as ArcGIS, Tableau, PowerBI are a plus

Starting Salary Range

\$68k to 83k annually, commensurate with experience.

Benefits

Competitive, comprehensive benefits package including health, dental, matching 401k, and paid time off. Supportive, stimulating, and collaborative environment with passionate colleagues dedicated to building community, equity, and justice. Opportunities for professional growth and development.

Travel Required

Approximately 2-4 trips per year of domestic out-of-state travel, as needed, to attend conferences and company meetings.

Location

Remote, flexible location. Candidates must have direct local access to a major airport. All staff are expected to demonstrate the ability to work remotely while maintaining high levels of efficiency and productivity and communicating effectively with their direct supervisor and colleagues.

Join our team and build your career with us! We offer:

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- Opportunities for professional growth and development.
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How to Apply:

Please submit, as 1 document (PDF or word), a cover letter and resume here: [Business Systems & Technology Operations Administrator](#). Interviews will be conducted on a rolling basis.