

IT Coordinator / Operations Specialist

OVERVIEW

The Women's Business Development Council (WBDC) is the statewide leader of entrepreneurial education for women. For over 20 years, we have provided women with the skills, resources, and networks to succeed in business, equipping them with confidence, competencies, and connections. WBDC's impact is achieved through four streams of service – educating entrepreneurs, investing in entrepreneurs, cultivating community, and advocating for women-owned businesses.

WBDC is seeking a tech-savvy, entrepreneurial, and customer-service oriented leader to serve as its full-time IT Coordinator/Operations Specialist.

Reporting to the Director of Impact & Operations, this multi-faceted role straddles operations, systems improvement, process improvement, staff training, and client services. The overarching goals of this position are to a) ensure the effective implementation and usage of technologies by WBDC team to achieve workflow efficiencies, high customer service, quality delivery of programs and services; and b) support the delivery of quality technology and technology education to small business owners, supporting their ability to achieve business growth. This role provides a unique opportunity to play a critical role with a reputable, rapidly expanding organization that is at the forefront of business development services for women in Connecticut.

WBDC is currently operating and delivering services virtually. Once normal operations resume, this position will be based in WBDC's Stamford or New Haven office. Occasional travel to other offices and sites including Bridgeport, Hartford and New London will be required. The salary range is **\$55,000 - \$65,000 plus benefits** and is commensurate with experience.

DUTIES & RESPONSIBILITIES

- **Manage IT contractor:** Oversee contract to ensure effective management of WBDC's IT infrastructure and cybersecurity; Review and approve invoices; Serve as tech liaison with staff
- **Lead IT strategy:** Develop strategy in conjunction with IT contractor to ensure continued availability of technology and safety of organization's IT infrastructure; Analyze business requirements by partnering with key stakeholders across the organization to develop solutions for IT needs
- **Lead implementation of WBDC app:** Serve as the project manager for WBDC's app, managing the app developer to ensure development and rollout; work with marketing/PR team ensure widespread adoption
- **Serve as website administrator:** Ensure a functional website; Collaborate with Marketing team in the graphic design of pages and tools; Work with all departments to ensure their function areas are maintained on website

- **Assist in the sourcing & delivery of technology for clients:** Support Program Manager (Opportunity Fund) with implementation of child care technology incentive grants, particularly sourcing equipment and delivering it to clients.
- **Provide technological instruction to clients:** Instruct and counsel clients on the basics of using core technologies including Microsoft Office, Zoom, computers, internet, and email. Answer client technological inquiries and provide basic support as needed.
- **Manage MS Teams rollout/maintenance:** Transition WBDC staff and consultants to Microsoft Teams, Share Point, OneDrive; Lead the adoption of software to enhance workflow efficiencies, including project management tools
- **Train staff on technologies:** Serve as an in-house technical resource for WBDC team members
- **Facilities/Office Management:** Landlord point of contact; Work with Program Managers to ensure each office has the supplies, technology, and resources it needs; Manage office supplies and the maintenance of office equipment

QUALIFICATIONS

- Bachelor's Degree in computer science or information technology required
- Minimum of 2 years of professional experience as a technical assistant with a proven ability to navigate hardware and software with an in-depth knowledge of a variety of IT systems, databases and applications
- Experience as an IT Coordinator
- Previous experience in help desk support is a plus
- Website management/administrator experience
- Proven skills in project management, with at least 2 years professional experience; CAPM designation preferred
- Supervisory experience preferred, experience managing vendor contracts a plus
- Experience training staff/consultants in technology preferred; Experience training or counseling business owners/individuals a plus
- Strong communication, interpersonal, problem-solving, decision-making, and organizational skills
- Proficiency with Microsoft 365, including Office 2019, Teams, Share Point & OneDrive; proficiency with video-conferencing technologies including Zoom
- Passion for improving systems to achieve organizational goals and efficiencies
- Availability to work occasional evenings/weekends as needed

ABOUT US

The Women's Business Development Council (WBDC) provides entrepreneurial training, financial education, and access to capital services to women entrepreneurs, helping them to succeed in business. Services include training, technical assistance, microgrants and networking opportunities. Headquartered in Stamford with regional offices in New Haven and New London Counties, WBDC has assisted in the creation of over 1,800 businesses, supported the sustainability and expansion of 3,800 established businesses, and the creation of more than 4,900 jobs. WBDC has helped business owners secure over \$18,000,000 in loans and grants.



WBDC offers a competitive benefit package including health, dental, vision, and life insurance, a retirement plan, paid time off, and holidays, in a supportive and flexible working environment.

HOW WE OPERATE

We are a small team of over 25 talented individuals who collectively deliver outstanding results through a high level of passion and commitment.

Please apply if you:

- Possess an *Entrepreneurial Mindset* - creative, motivated, enthusiastic, and energetic
- Seek to inspire and empower those around you, whether they are clients or colleagues
- Prosper in a culture of teamwork and growth, and value collaboration
- Can think outside the box, pivot, and adapt to client's changing needs

HOW TO APPLY

Interested candidates that are intimately familiar with this job posting and excited by this opportunity should email their resume to maryann@impactpersonnel.com. Please list WBDC IT COORDINATOR / OPERATIONS SPECIALIST in the e-mail subject line. No phone inquiries.

Disclaimer

The statements herein are intended to describe the general nature and level of work being performed by the employee in this position. They are not intended to be construed as an exhaustive list of all responsibilities, duties, and skills required of a person in this position.

WBDC, Inc. Equal Employment Opportunity Statement

WBDC is committed to creating a diverse environment and is proud to be an equal opportunity employer. We welcome qualified applicants to 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.