



# GROUNDSWELL FUND

## JOB ANNOUNCEMENT

---

### IT SUPPORT ASSOCIATE

Reports to:	IT Manager
Works with:	Community, Culture, Currency Department (CCC)
Location:	This is a full-time telecommuting position.
FLSA/Classification:	Non-Exempt, Full-time, Regular
Salary:	\$55,000 - \$60,000 annually or commensurate with experience

---

**Overview:** [Groundswell Fund](#) is a public foundation that resources intersectional, solidarity-based grassroots organizing work that centers Black women, Indigenous women and other women of color including Transgender women of color. We fund within many social justice movements and are the largest funder of the U.S. Reproductive Justice (RJ) movement. For more than a decade, we have enabled foundations and individual donors to increase the impact of their giving by offering a different kind of philanthropic model. Different in who we are: A program staff of women of color, transgender people of color, and gender nonconforming people of color who come directly out of community and labor organizing and have a combined 70+ years of grassroots organizing and civic engagement experience within communities of color; a board comprised of grassroots leaders shaping strategy alongside funders and donors. Different in who we support: primarily Black and Brown women, including transgender women of color who are organizing at the grassroots. Different in how we support the field: not just through grants, but also through capacity-building support focused on boosting grassroots power, and funder organizing that lifts up our grantees to a larger audience of funders and donors who can move resources to their work, whether or not these resources come through our doors. Groundswell moves at least 80 percent of the dollars that come in our doors back out to the field.

Since 2003, Groundswell has moved more than \$60 million to the field in grants and capacity building support; increased the giving of dozens of national and local foundations; and helped bring thousands of new individual donors into the RJ movement. Our grantees have been instrumental in the passage of more than 250 pro-RJ policies at the state and local level and in blocking many regressive policies, and they have built a growing grassroots base of support for RJ across the U.S. In 2017, we expanded our funding to support multi-issue organizing led by WOC and transgender people of color across other social justice movement sectors, from environmental and economic justice, to immigrant and LGBTQ rights, and on. We also launched a 501(c)(4), Groundswell Action Fund, now the largest c4 fund in the country centering WOC-led c4 work.

**Position Summary:** Monitors, operates, coordinates, assists and trains staff in the operation of their laptop, applications, and equipment for the virtual organization. Updates supervisor on status of requests and technical issues. First line of technical support for staff, exercising judgment in selecting and applying solutions, and determining when to refer problems to ATS desk support.

**Responsibilities:**

- First line of technical support for staff: Troubleshoot, diagnose problems, implement corrective action procedures and/or escalate to ATS support desk as needed
- Assist staff in performing routine maintenance and inspection of their equipment
- Assist in hardware and software upgrades
- Maintain IT policy and coordinate help desk issues
- Provide technical support to staff on laptops, iPhones, zoom and other applications
- Provide technical training to staff on applications and/or devices
- Assist in set up of laptops, peripherals, and applications
- Assist testing new applications, protocols and/or devices
- Assist with database as needed
- Other duties as needed

**Qualifications:**

**Experience and Education**

- 2+ years of experience in a computer technical support role
- Working knowledge and expertise with a variety of software, hardware, and applications

**Skills and Attributes**

- Committed to Groundswell's mission.
- Proficient in PC computers and MS Office Suite: Word, Excel and Outlook
- Strong analytical, problem solving and verbal and written communication skills
- Ability to troubleshoot software and hardware issues
- Team-oriented attitude to help other colleagues and departments with technical problems
- Strong interpersonal communication and relationship-building skills
- Ability to manage time and effectively prioritize numerous projects at one time
- Excellent time management
- Self-motivated and self-managed: the ability to work independently, take initiative, and manage up
- Able to work independently with minimal supervision
- Impeccable discretion and ability to keep confidentiality
- Excellent, professional verbal and written communication skills, and interpersonal skills
- Comfort working across cultures and difference, including experience and comfort working with people of color and transgender and gender non-conforming people

**Computer Skills:** To perform this job successfully, an individual should be very comfortable with technology, including Microsoft Office 365 and suite of programs (SharePoint and , print/web publishing, social media (Facebook, Twitter, etc.), Doc-U-Sign, conferencing software, and PC computers.

**Travel:** When travel is safe again, must be available to travel at least 4 times a year for overnight events/meetings across the U.S.

**Compensation/Benefits:** Annual salary is \$55,000 - \$60,000 or commensurate with experience. Very generous benefits include fully paid for employee and family health, dental, vision, matching 401K plan, as well as additional employer-provided reimbursements for fertility expenses, transgender health care costs and midwifery/doula expenses that are not covered by insurance. Three weeks of vacation upon hire and a generous holiday schedule including the last week of December, as well as a flexible work schedule.

**To Apply:** Please email a resume, three professional references, and a cover letter that includes your salary expectations and describes why you feel you are a strong candidate for this position to: [bavery@groundswellfund.org](mailto:bavery@groundswellfund.org), subject line should read: Application for IT Support Associate. Applications will be accepted until the position has been filled. Due to the high volume of applications, only those selected for further discussion will be contacted. Please, no phone calls.

**Equal Employment Opportunity:** The Groundswell Fund is a 501(c)(3) public charity incubates new and innovative public-interest projects and grant-making programs. We are committed to attracting, developing and retaining exceptional people, and to creating a work environment that is dynamic, rewarding and that enables each of us to realize our potential. Our work environment is safe and open to all employees and partners, respecting the full spectrum of races, ethnicities, national origins, ages, sexual orientations, gender identities, beliefs, religions, faiths and ideologies, cultures, socio-economic backgrounds and levels of physical ability.