Join the team!

United Way of Greater Rochester is a dynamic and collaborative work environment comprised of dedicated professionals who are driven to make our community a better place. Join our team and make an impact serving Greater Rochester with your time and talent.

Mission

Our mission is to mobilize the goodwill and resources of our community so that everyone can thrive.

Values

Our core values define who we are and how we serve our community. Within our organization and the communities, we serve, we act consistently with *integrity, action, caring,* and *teamwork.*

Cultural Statement

We are committed to creating a welcoming environment that embraces, values, respects, and encourages people to show up as their authentic selves to produce their best work. Together we ensure that processes, policies, and practices foster fairness, belonging, and equity that reflect the views and values of all people within all levels of our organization.

Benefits

Our benefits package includes health, dental, and vision insurance, a 403(b)-retirement plan, life insurance, a flexible spending account, and health savings account. United Way provides 14 paid holidays a year (thirteen days off and two ½ days), and you receive your birthday off. United Way is also pleased to offer two personal days, two volunteer days, 12 sick days, and 3 weeks of vacation per year, all prorated in your first year of employment. This position may be eligible to work a hybrid remote/in-person arrangement after 90 days.

A great place to work begins with its **PEOPLE!**

Driven by our mission and a shared set of values, our team of more than 90 talented professionals are dedicated to doing meaningful work in the community.

Come and join the Team! United Way employees enjoy a competitive benefits package including paid time off, health insurance options with a generous employer contribution, flexible and hybrid work schedules, retirement benefits with above standard employer contribution, a 37.5-hour work week, and more.

We're looking for people who are self-starters; excel in a collaborative team environment; have a passion for making a difference; and are natural relationship builders with proven success in making lasting connections.

SUMMARY

Position's primary focus includes areas of computer operations, user and desktop/laptop support (hardware and software), help desk, and donor website development for our ANDAR/ePledge platform. Perform a variety of information technology support duties to ensure smooth delivery of technology services. Monitors, operates, coordinates, assists and trains others in the operation of computer hardware, software,

and peripherals in order to achieve desired results. This position will assist with configuring and supporting online donor campaigns.

ESSENTIAL FUNCTIONS
- Provide timely and excellent customer service
- Provide user training and technical support for staff including hardware, software and back-office application support.
- Setup and configure computers and peripherals
- Asset Management
- Assist with technical setup for internal and external meetings
- Assesses user needs and develops technical solutions on work-related issues
- Documents technical support issues and business processes
- Maintains operating systems and corresponding software
- Installs, configures, maintains and troubleshoots end user desktops
- Determines and executes system reconfiguration needs
- Configures and installs phones and computers
- Maintains software inventories including licensures
- Examines, manages, maintains, upgrades and supports network servers' equipment and maintenance.
- Manage and configure the Electronic Pledging Programs using the online software platforms (i.e. Andar ePledge, Form Assembly, etc.)
- Manage website set up, timelines, data, site overview, training, and reporting, for a successful pledging program.
- Trains staff on systems and office equipment
- Generates reporting
- Assist with technical projects
- Collaborates with IT as required
- Consistently demonstrates the values and mission of United Way
- Performs other duties as assigned

SKILLS AND COMPETENCIES
- Analytical Ability/Problem Solver
- Collaborative/Team player
- Communication proficiency
- Self-Starter
- Technical capacity
- Time Management
- Eagerness and capacity to learn

FLSA CLASSIFICATION: Non-Exempt

REPORTS TO: IT Manager

SUPERVISORY RESPONSIBILITY
None

TRAVEL
Rare local travel

SALARY RANGE: $25.08/hour - $28.21/hour

EDUCATION AND EXPERIENCE
Required Education and Experience
Associate's degree in computer science or related IT field from an accredited program with a minimum of 2 years of PC and enterprise software experience in a corporate environment; or equivalent combination of education and experience. Microsoft certifications and/or CompTIA A+ certifications preferred.

Preferred Experience
Bachelor's degree in a related field

HOW TO APPLY
[Candidates may apply online](#)

United Way is committed to equal employment opportunities for all employees and applicants for employment. United Way prohibits discrimination against employees and applicants in all aspects of employment including but not limited to recruitment, hiring, compensation, promotion, training, leaves of absences, benefits, termination, employer sponsored activities, social and recreational programs, and recognition. United Way prohibits discrimination against all legally protected classes including age, color, creed, disability, domestic violence victim status, gender expression, gender identity, genetic predisposition, marital status, military status, national origin, parental status, political affiliation, pregnancy related condition, prior arrest/conviction record, race, religion, reproduction health choices, sex, sexual orientation, or other non-merit-based factors.