

IT Systems and CRM Lead

Keystone Symposia is seeking an IT Systems and CRM Lead to join our team. The ideal candidate will have a background in enterprise-level software administration and will be an IT generalist who is comfortable working independently with the organization's various computer hardware and software systems. The IT Systems and CRM Lead will be responsible for maintaining Keystone Symposia's technology infrastructure, including servers, networks, and computer systems, in close collaboration with the Director of Technology and our MSP (Greystone Technology). Additionally, the IT Systems and CRM Lead will serve as the primary administrator of the organization's CRM software and other platforms as assigned and will be responsible for the collection and processing of support tickets, creation of custom reports, and working with staff to maximize platform usability.

Approximately 40% of this role will be dedicated to managing hardware and network support issues independently or with product vendors, 40% to maintaining the organization's CRM platform and other critical business applications, and 20% to training staff and developing documentation. The position requires someone who can work in our Silverthorne, Colorado office at least 2 days per week and will occasionally require after-hours on-call availability.

Key Responsibilities:

- Install hardware and software applications for new-hires, and manage existing in-office Mac and Windows computer systems on an ongoing basis
- Work with the organization's MSP to troubleshoot problems with hardware systems and applications, and conduct on-site upgrades and repairs as necessary
- Work with the organization's MSP to manage IT inventory, and work with product vendors to assure technology meets modern standards, best-practices, and staff needs
- Work with the organization's MSP to oversee the local area network and wide area network to maximize uptime and system security
- Work with the organization's MSP to manage in-office backup/disaster recovery systems
- Manage the organization's productivity and collaboration tools including Office365, Zoom, VMWare and other applications as assigned
- Work with the Director of Technology to solve complex problems and develop innovative solutions related to the CRM and other customer-management platforms utilized by Keystone Symposia, including reports, dashboards, and business processes.
- Respond to inquiries and requests from users for technical CRM-related assistance and escalate with appropriate vendors as needed
- Perform analysis, administration, troubleshooting, testing, software and data environment refreshes, and other general systems maintenance on an ongoing basis
- Provide support to users and assist them in resolving technical CRM issues
- Collaborate with cross-disciplinary teams and share relevant information with stakeholders. Participate in formal or informal group problem solving for immediate issue resolution
- Support Keystone Symposia's CRM reporting needs and develop general analysis, including reports, dashboards, and data visualizations, to monitor key metrics and inform leadership's decision-making
- Develop documentation on Keystone Symposia processes and best-practices as it relates to the CRM platform and/or other critical business software

Requirements:

- Bachelor's degree preferred in computer science, management information systems, or other technical-related degree (or equivalent combination of education and experience)
- At least 3 years of experience in enterprise-level software administration
- Strong understanding of computer network infrastructure
- Strong understanding of database software and relational database concepts
- Strong understanding of IT security best practices and regulations
- Experience with event/conference data management is preferred but not required
- Ability to manage time and multiple requests from users of various levels of experience
- Ability to troubleshoot issues, performing root cause analysis in order to prevent recurring issues
- Knowledge of designing, developing, and generating reports from a relational database using SQL is preferred
- Excellent interpersonal communication skills. This includes the ability to convey complex technical concepts to non-technical staff

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Compensation:

The salary range is \$64,000 to \$70,000 per year dependent on experience. Plus, we offer a generous benefits package which includes Medical, Dental, Vision, Life, basic Disability etc. Insurance, 401K with company match, holidays, and vacation and sick leave time off accruals.

To apply: Please send resume and cover letter to careers@keystonesymposia.org.