



**OPERATION GRATITUDE**  
**Position Description Form**  
**Remote**

**JOB TITLE:** Website & IT Systems Administrator  
**DEPARTMENT:** Operations  
**REPORTS TO:** Director, Information Systems  
**LOCATION:** Remote  
**TRAVEL:** 5%

**MISSION + VISION:**

**Mission:** Our mission is to honor the service of our military and first responders by creating opportunities to express gratitude

**Vision:** We envision a future where all who serve believe the American people care

**THE OPPORTUNITY:**

Reporting to the Director, of Information Systems, the Website & IT Systems Administrator is a highly motivated individual with experience and a passion for data and finding new strategic ways to create cross-functional effectiveness across all departments of the organization. The IT Systems Website Administrator should be continually developing their technical skills to improve organizational effectiveness. The IT Systems & Website Administrator will provide support across all IT systems platforms, with a special focus on the organization's Website, associated applications, and the integration of this information with other IT systems

**KEY RESPONSIBILITIES:**

- WordPress website Administrator and other information systems
- Related applications including Salesforce Adobe Suite, Canva, Classy, and Cirrus Insight
- Form Titan
- Understand and enable the Operation Gratitude mission and vision. Assess and make recommendations for IT systems processes, procedures, and enabling technologies that facilitate the achievement of the organizational strategic goals and objectives nested within the Strategic Plan and Operating Plan
- Designing and coding new pages in WordPress and HTML following the Operation Gratitude style guide. Edit existing pages in WordPress when necessary
- Act as the first reviewer for all emails being sent out to the Operation Gratitude email list, including proofing messaging, and ensuring emails look correct (fonts, names, images, etc.)
- Stay up to date with Pardot (or current email system) best practices as well as updates as they occur
- Troubleshoot any website issues and assist in the overall maintenance of the website
- Updating email outreach through Pardot templates
- Troubleshoot technical issues within related applications listed above

- Assist in creating and updating forms for external and internal use in Form Titan
- Provide technical advice to the Marketing and Communications personnel to enable their design needs. Provide the team with appropriate design templates
- Assist the Info System Administrator with basic reports, dashboards, list views, etc. in Salesforce and provide backup Administrator functions including user account maintenance, reports and dashboards, automation, and other routine tasks
- Create updated workflows and process and flows
- Troubleshoot technical issues within the Website and other IT systems used by the organization
- Provide IT-specific training and support to staff members and volunteers as applicable
- Perform all other duties as requested by the Director of Information Systems
- Pull monthly reports with all the Pardot data as well as the back end of the website and share with MarCom team to add to analytical data
- Conduct limited travel as required; expected travel is less than 5% of the time

#### **QUALIFICATIONS AND EXPERIENCE:**

- Bachelor's Degree or equivalent technical experience
- Salesforce Advanced Administrator Certification
- HTML Certification
- Prior non-profit experience is valued
- Expertise with Microsoft Office Suite and Office 365
- Google Analytics experience is a plus

**PROFESSIONAL LEVEL:** Full-time, Exempt

**SALARY RANGE:** \$60,000 – \$80,000

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Operation Gratitude is an equal opportunity employer

For more information about Operation Gratitude, please visit [www.operationgratitude.com](http://www.operationgratitude.com)

To apply, please email your resume and cover letter to [resumes@operationgratitude.com](mailto:resumes@operationgratitude.com)