

Technology Support Manager

Mission: Cultivating environmentally sound, economically viable, community-focused farms and food systems

Position overview: The Technology Support Manager will help develop and maintain welcoming and inclusive internal technology processes, including Pasa's software, systems, and hardware use. From orienting and training to troubleshooting to acquisition, the Technology Support Manager will oversee the day-to-day technology needs of the staff, board, and community members. This position will also be actively involved in systems for Pasa's Farm & Food Worker Relief program as well as other large federal grants.

This is a primarily remote position with regular monthly multi-day travel throughout the northeast and two to three annual in-person staff retreats in Pennsylvania. All employees are required to attend our annual Sustainable Agriculture Conference, which takes place each February in Lancaster, PA. Employees must comply with Pasa's remote employee policies.

Responsibilities

- Provide technical support for the Pasa team including device, network, and software system issues
- Develop training materials including technical documentation for processes
- Support hiring and onboarding of Customer Support staff
- Administrate technology systems including support with forms, integrations, and our Salesforce CRM database
- Work closely with Associate Director of Technology and program leads to meet applicable grant requirements
- Design, implement, and standardize logistics for events, as it relates to technology
- Likely occasional multi-day travel in the northeastern U.S.

Qualifications

- Exemplary equity-focused supervisory approach; commitment to maintaining a supportive, functional, service-oriented workplace
- Tech support experience: providing technical assistance to individuals for devices (computers, mobile phones, printers, and scanners), networking issues (wifi and mobile hotspots), and software systems and databases
- Experience writing technical and process documentation

Preferred qualifications

- Team coordination/leadership experience
 - Experience with Change Management practices
 - Experience with Apple devices
 - Professional working proficiency in Spanish and English
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Compensation:

This is a full-time exempt position. Annual salary is based on experience and is negotiable within the range of \$55,000 to \$65,000. Benefits include health, vision, and dental insurance; 401K retirement match; flexible scheduling; twelve paid holidays; and a generous leave policy. A work computer is provided, and work-related travel expenses are reimbursed.

How to apply: We are committed to advancing diversity, equity, inclusion, and justice through our hiring practices. This entails reviewing application materials anonymously (without the applicant's name exposed) to help prevent potential unconscious bias. Please remove your name and email address from your cover letter and resume. Please adhere to the following protocol when submitting your application materials:

- **Step 1:** [Complete this short questionnaire](#). All applicants are required to complete this anonymous questionnaire to (1) help us know whether this job opportunity has been accessed by a diverse pool of candidates and (2) to receive an applicant ID number to continue the application process. Your anonymous survey responses are not connected to your application materials and will not affect hiring decisions.
- **Step 2: Record your applicant ID number.** After completing the above questionnaire, you will receive an applicant ID number. This number is unique to you and your application.
- **Step 3: Name your resume as “[Applicant ID] Resume” (e.g. 123456 Resume).** Please do not include any part of your name in the file name (e.g. don't use “Doe 12345 Resume”).
- **Step 4: Name your cover letter as “[Applicant ID] Cover Letter” (e.g. 12345 Cover Letter).** Please do not include any part of your name in the file name (e.g. don't use “Doe 12345 Cover Letter”).
- **Step 5: Upload your resume and cover letter.** Upload instructions will appear upon completing the questionnaire above. You will also be emailed an upload link.

Reminder: Application materials should *not* contain your name or email address.

Initial interviews will be conducted remotely via Zoom beginning immediately. Job postings will remain open until the position is filled. Anticipated start date for this position is early January. If you have any questions, please contact jobs@pasafarming.org.

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Employee value statement

We are passionate about effectively advancing our mission. We value employees who:

- share our passion and can clearly communicate the value of our work to others;
- consider how we can do things smarter and more efficiently;
- anticipate and address roadblocks or other challenges;
- stay current on trends in the field;
- embrace and accommodate change; and
- continuously advance their knowledge and skills through professional development.

We strive to create a work culture that promotes both independence and collaboration.

We value employees who:

- are committed to fostering a connected, respectful, and responsive work environment, whether work is being conducted remotely or in person;
- exemplify honesty and integrity;
- possess excellent interpersonal skills;
- exercise good judgment and take initiative when needed; and
- can recognize when to ask others for advice, feedback, or support.

We take pride in the quality of our work. We value employees who:

- consider the big picture while paying close attention to accuracy and detail;
- can clearly and thoughtfully communicate in person and in writing;
- are highly organized; and
- thrive in a fast-paced, professional work environment.

We are an equal opportunity employer and encourage people of color; Indigenous people, LGBTQ+ people; veterans; people with disabilities; people who have been formerly incarcerated; and others who are underrepresented within the environmental nonprofit sector to apply.

COVID-19 staff policy: As of October 24, 2022, Pasa staff are not required to be vaccinated as a condition of employment. However all staff must privately disclose their vaccination status to

Human Resources upon hire. All staff, regardless of vaccination status, are required to conduct COVID-19 rapid tests before and after attending any indoor event or meeting hosted by Pasa. This policy is subject to change as the COVID-19 pandemic continues to evolve.