



The Association of
Accountants and
Financial Professionals
in Business

Technology Support Administrator

Reports to: Director, Member Experience Technology

Department: IT

Classification: Exempt

Division: Corporate Headquarters

Date: June 2023

POSITION SUMMARY:

The candidate will provide support on the organizations various platforms. The candidate will collaborate with multiple departments to manage daily and monthly processes and tasks. The ideal candidate should adapt to various technologies and be highly organized. This position requires good communication skills, excellent troubleshooting ability, time management skills, flexibility to take on varied tasks, and understanding business needs. The candidate should be a strong team player as well as a proactive individual contributor.

KEY RESPONSIBILITIES:

- Update and maintain system policies and procedures.
- Assist in keeping policies and procedures current.
- Create user documentation and train personnel on new applications software.
- Provide support to internal users having difficulties with applications.
- Collaborate on cross functional projects when needed.
- Running Personify Monthly Processes - 15th and 30th of every month (can be flexible if falls on a weekend or holiday but early mornings or nights may be needed to run the processes)
- Assisting in the invoicing process
- Assisting with Personify setups such as new products and certification programs
- Testing new setups on Ecommerce Platform
- Troubleshooting system issues as they come up
- Maintaining tickets with Personify
- Act as a liaison with different departments regarding new requests that require Personify setups or development

KNOWLEDGE, SKILLS, ABILITIES and OTHER REQUIREMENTS:

- Associate or bachelor's degree preferred but not necessary.
- Previous experience that provides the knowledge, skills, and abilities to perform the job (comparable to 2+ years') or equivalent combination of education, training, & experience.
- Knowledge of office management systems and procedures
- Attention to detail and problem solving skills
- Strong organizational skills with the ability to multi-task

- Personify (Association Management System) experience would be a strong plus