



**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, 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 Website & Systems Administrator should be continually developing their technical skills to improve organizational effectiveness. The Website & IT Systems 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:**

- Understand and enable the Operation Gratitude mission and vision
- Assess and make recommendations for IT systems processes, procedures, enabling technologies that facilitate the achievement of the organizational strategic goals and objectives nested within the Strategic 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 update 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

- WordPress website Administrator and other information system duties
- Related applications, including Salesforce Adobe Suite, Canva, Classy, and Cirrus Insight
- 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 IT Manager 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 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, Information Systems
- Pull monthly reports with all the Pardot data as well as the back end of the website and share with the 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 is desired
- HTML Certification a plus
- Prior non-profit experience is valued
- Expertise with Microsoft Office Suite and Office 365
- Google Analytics experience is a plus

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

**SALARY RANGE:** \$40,000 – \$60,000

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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)