

## **The Midwives and Mothers in Action (MAMA) Campaign September, 2011**

### **General IT Support Person**

The Midwives and Mothers in Action (MAMA) Campaign is searching for a general IT Support Person to develop, maintain and support the use of the campaign's technical infrastructures. The campaign is a partnership of six national organizations that are at work to gain federal recognition of Certified Professional Midwives so that women and families will have increased access to quality, affordable maternity care in the settings of their choice ([www.mamacampaign.org](http://www.mamacampaign.org)).

The IT Support Person will work with the Tech Committee to accomplish these responsibilities and will support other staff members, Steering Committee members, and volunteers. This position is an independent contract position, up to 20 hours per month. The contractor will be directly supervised by the MAMA Campaign Administrative Committee, and shall submit monthly invoices utilizing a Time and Task Tracking sheet for review and payment. The rate of compensation is \$15-\$20/hour, with a rolling three month contract for services.

#### **Qualifications**

- Basic IT skills, including familiarity and experience with online databases, donation, and advocacy platforms; Excel and Word files; basic HTML, CSS, and CMS knowledge; and proficiency in social networking. Exhibits strong attention to detail and problem solving skills. An ideal candidate would have experience with Salsa Labs ([www.salsalabs.com](http://www.salsalabs.com)).
- Good customer service and IT support skills, including week-day on-call availability by phone and email, excellent verbal and written communication skills, patience and talent for supporting non-technical individuals who need extra support, and the ability to conduct virtual trainings for volunteers and staff.
- Experience preferred working with non-profit/volunteer organizations with a broad spectrum of individuals who have various levels of technological comfort.
- Available to answer questions and requests on an on-call basis by phone and email within 24 hours or less; as well as the capacity to work at longer tasks/ projects as needed. Available to format e-news twice a month.

#### **Responsibilities**

1. Work with the Tech Committee to improve the campaign's existing technical infrastructures.
2. IT Support
  - Provide week-day on-call assistance by email or phone as needed for SC members, staff, and volunteers
  - Maintain or revise systems based on needs of the campaign
  - Pull and prepare reports on the metrics of the campaign and other data on a monthly or as needed basis
3. Database
  - SalsaLabs transition
    - Help design SalsaLabs Database
    - Maintain/Update Salsa E-news, Advocacy and Donations pages

- Clean and merge data from Batchbook Database, Club Express Donations Database, and Mailchimp Eblast Database
  - Migrate cleaned data into the Salsa DB.
  - Develop/manage permissions and roles
  - Design database dashboards for various campaign roles
  - Maintain/clean DB
    - Train and help users record data correctly in the contact history/CRM of platform
  - Insure data integrity/ confirm data is being entered correctly via sign up forms, data imports, and kept up to date by staff or volunteers
  - Pull data/reports as requested by SC members/volunteers
4. Website
- Update content on the website as directed by Tech Committee/SC in a timely manner
  - Provide recommendations for improvements to site
  - Work with the Tech Committee to make agreed upon improvements/changes
  - Work with Graphic Artist/WebDesigner to improve look, feel, and branding of the site
  - Integrate Salsa signup, donation, advocacy tool webpages with site as needed
5. Admin Tools
- Maintain and support electronic file systems for campaign documents, images, etc
  - Maintain and support SC Google group
6. Social Networking Systems;  
 Help coordinate Facebook, Twitter, and Blog accounts  
 Support volunteers utilizing these social networking tools for the campaign  
 Pull metrics and other data from these systems for reports
7. Eblast System
- Assist the Communications Committee in the formatting and sending of periodic eblasts to supporters.
  - Format provided eblast text into the eblast system twice a month
  - Pull data and prepare reports on the metrics of the campaign's eblasts monthly or as needed
8. Advocacy Tools:
- Format/maintain the advocacy campaigns using SalsaLabs
  - Provide data metrics and reports of advocacy campaigns monthly or as needed
9. Donation System:
- Train needed staff/ volunteers on use of Salsa's donation system
  - Help develop reporting frameworks so the Fundraising committee and Finance Committee can utilize these to pull or record needed data/reports

## **Applications**

To apply send a cover letter, contact information for two professional references, and a CV or résumé to [mamacampaignstaff@gmail.com](mailto:mamacampaignstaff@gmail.com). Screening of candidates will begin September 15 and will continue until the position is filled.