Subject: Southwest Neighborhoods, Inc. (SWNI) Communication Specialist Job Description	Effective Date: 10-26-2011
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**Technology
Job Description**

Southwest Neighborhoods, Inc. (SWNI) is a nonprofit public benefit corporation that promotes citizen participation and crime prevention services by providing staff assistance to a Board of Directors, seventeen neighborhood associations, and three business associations in Southwest Portland.

General Description:

This position is responsible for technology support for SWNI operations. This is a part time position (approximately 20 hours per week).

Responsibilities:

Website
- Serve as website administrator and webmaster
- Propose and administer website policies for content and access
- Assure domain name renewal
- Review content management systems and make recommendations to provide the best possible website solution
- Install Drupal updates as they are released
- Provide research and advice to webmasters
- Update website content as needed
- Improve website experience and accessibility
- On call disaster recovery service

Server: Google Cloud Platform server ongoing maintenance
- Install server updates as they are released.
- Monitor the server and provide support as needed.
- Manually back up the swni.org website and manage storage of the backups until an automated backup process is implemented
- Set up website hosting for neighborhoods

Email Newsletters
- Propose and administer newsletter policies

- Maintain the images and contacts databases for newsletters

Training
- ○ <u>Constant Contact newsletters</u>: Train neighborhood association volunteers on use of Constant Contact cloud application.
- ○ <u>Facebook</u>: Assist neighborhood associations in setting up a Facebook page and transferring administrative ownership to SWNI.
- ○ <u>Google for Nonprofits</u>: Set up Google Groups. Provide training on Groups, Drive and Gmail for neighborhood association boards and committee volunteers.
- ○ <u>Custom Domain Names</u>: Establish custom domain name ownership and update domain name servers (DNS).
- ○ <u>Webmasters</u>: Setup users and reset passwords. Train webmasters. Manage the SWNI Webmasters Google Group.
- ○ <u>Software</u>: Train SWNI staff on use of software installed on their desktops.

Office Support
- Office local area network (LAN) ongoing maintenance Maintain an inventory of office software and hardware
- Monitor office network cables and attached devices (router, switch, printers, computers and storage devices) for security and functionality
- Monitor and resolve issues with office computer backups to Synology and syncing of the newspaper folder between Synology and Google Drive.
- Provide on-call service to resolve LAN issues as they occur. This includes all types of help-desk issues for SWNI staff.
- Make recommendations for purchases of new software and hardware

Required Skills/Qualifications
- An independent, self-motivated, resourceful individual who works well with a variety of individuals and groups.
- Excellent organizational skills and interpersonal communication skills.
- Willingness to work a flexible schedule, including some evenings or weekends.
- Experience and demonstrated skills using Microsoft Word and Excel
- Basic understanding of HTML, server and website administration and backup and recovery practices
- Experience with Drupal or other website content management system or ability and willingness to learn
- Ability to focus to complete tasks and meet deadlines, amidst many distractions and interruptions