



Position Description Nonprofit Technology Specialist

*****Note: Applicants should have proven work experience either directly with Non-profit organizations or by serving Non-profits as clients.***

StratusLIVE, a market leader in software solutions for non-profit organizations, is expanding our team with the role of Nonprofit Technology Specialist for our 'Give at Work' product. We are dedicated to innovating and providing exceptional software solutions to enhance the effectiveness of non-profits in achieving their missions.

Our ideal candidate will be someone who shares our passion for excellence, innovation, and long-term customer satisfaction. **This role is integral to ensuring the high quality and reliability of the Give at Work platform, particularly for clients involved in corporate workplace giving and corporate social responsibility programs.** Familiarity with StratusLIVE Give at Work, or similar platforms, is highly desirable.

[APPLY NOW](#)

Location: Remote

Salary: Commensurate with experience, starting at \$65,000.

Start Date: ASAP

Type: Full-Time

*****Please Read: This position supports our 'Give at Work' (workplace giving) platform. Qualified candidates should have demonstrated work experience in a support role with similar donation-based platforms or equivalents.***

Nonprofit Technology Specialist Required Education and Experience:

- Minimum of three (3) years of experience in client support, quality assurance, or a related field.
- Bachelor's degree in a relevant field or equivalent professional experience.
- Experience in corporate workplace giving, corporate social responsibility, or related areas highly desired.
- Previous experience with StratusLIVE or similar platforms is a plus.
- Experience with Content Management Systems is a valuable addition to your qualifications.
- Experience working for a nonprofit organization or consulting and serving nonprofits is a plus.

Nonprofit Technology Specialist Responsibilities:

- Provide frontline client support, resolving StratusLIVE Give at Work platform issues.
- Assist clients with campaign setup, configuration, troubleshooting, and offer best practice advice.
- Collaborate closely with clients, focusing on corporate workplace giving and social responsibility.
- Conduct quality assurance testing, identify bugs, and suggest improvements.
- Work with product management and development teams to prioritize and resolve issues.
- Develop and maintain a deep understanding of the Give at Work product, staying updated on features.
- Contribute to creating comprehensive documentation, training materials, and support resources.
- Monitor product performance using KPIs to inform decisions and enhance client satisfaction.
- Stay informed about industry trends in corporate giving and social responsibility through continuous learning.

Nonprofit Technology Specialist Required Knowledge and Skills:

- Strong analytical and problem-solving skills, particularly in a client support context.
- Excellent communication skills, capable of interacting professionally with diverse stakeholders.
- Proven ability to manage client relationships and expectations, delivering high-quality support and solutions.
- Familiarity with quality assurance processes and methodologies.
- Technical proficiency with relevant technologies (e.g., Content Management Systems, Dynamics 365, Microsoft 365) preferred.
- Strong collaborative skills, effective teamwork in a diverse software product development environment.
- Ability to produce technical documentation and help guides for users and operators.
- **Content Management Systems expertise will be a significant asset in this role.**

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Benefits offered to StratusLIVE employees:

- Merit Based Career Advancement
- Company Paid Health, Vision, and Dental Coverage (Employee Only)
- Company Paid Life & Disability Insurance (Employee Only)
- Dependent Coverage Available, Health Savings Account, Voluntary Life
- 401(k) with Company Match

[APPLY NOW](#), or send resume and salary requirements to recruiting@stratuslive.com.