



About MyPath

A national nonprofit headquartered in the Mission District of San Francisco, MyPath is focused on paving economic pathways for low-income youth. MyPath engineers effective models that support youth to save money, build credit and provides training and technical assistance to our partners in over 17 cities nationwide. Our results and best practices have been published by the Federal Reserve Bank of San Francisco, the Journal of Consumer Affairs, and the Consumer Financial Protection Bureau. We are located on Mission Street near BART stations. To learn more about MyPath, visit us at mypathus.org and apply to this role by emailing to jobs@mypathus.org subject line: **Technology and Facilities Analyst**.

Position Overview

The Technology and Facilities Analyst is responsible for supporting the organization's technology strategy and function by (1) providing Help Desk support, (2) assisting in the configuration, maintenance, and provisioning of our network, hardware, server, and cloud systems, (3) and supporting the overall function of MyPath's staff and other constituents as it relates to technology and facilities.

The Technology and Facilities Analyst will work closely with the CTO in partnership with operational departments, volunteers, and other constituents in support of strong technology systems. The Technology and Facilities Analyst will report directly to the CTO.

Primary Responsibilities Include:

Technology Support 60%

- Provide best in class support across to users with a wide range of technical sophistication; this will include but is not limited to:
 - Utilize Help Desk ticketing and support tools (Teamwork Desk & Projects)
 - Providing documentation and training to users
 - Properly issuing high-functioning hardware and deploying software at all points of the employee, contractor, volunteer, and other constituent's life cycle
 - Responding and addressing technology concerns across the organization in a timely manner
 - Ensuring continuous system availability



- Support staff while on or off-site by executing technology upgrades, hardware and software application life cycles.
- Assist in the building and maintenance of systems and processes for managing hardware and software inventory across the organization.
- Administers cloud systems that support the MyPath's infrastructure, including operations and support, maintenance and research and development to ensure continual innovation
- Provision, install/configure, operate, and maintain network, hardware, and cloud system infrastructure.
- Participate in technical research and development to enable continuing innovation within the infrastructure.
- Ensure that system hardware, operating systems, software systems, and related procedures adhere to organizational values, industry trends, and best practices.

Facilities Coordinator 25%

- Conduct daily walkthroughs to ensure a clean and organized office.
- Respond to all work orders in a timely manner, ensuring KPI compliance and excellent customer service.
- Identify opportunities for improved operation and service excellence, making recommendations for conduct site inspections and assessments to ensure all building procedures and performance measures are maintained at all times and the provision of a safe workplace.
- Schedule and manage repairs and maintenance, minor works and other work requests, tracking to completion.
- Provide information and direction to vendors, facilities staff and other service providers as required to ensure excellent coordination and execution of work, with minimal disruption.
- Coordinate site deliveries which may include: food services, support moves as required and act as the site key point of contact.
- Provide coordination and support events, meeting and conference facilities as required.

Other Duties 15%

- Reception and guest support, mail and courier services, office supplies, landlord relations, and management of building access passes, safety, and security support.
- Update and maintain MyPath's website.
- Assist in the procurement of vendors and services as required.
- Maintain and propose emergency response plans including evacuation, implementation of after-hours emergency response.



Skills & Experience Required

First and foremost, the Technology and Facilities Analyst must embrace MyPath's mission and vision of transforming underserved youth to be financially healthy. Additionally, candidates must possess the following qualifications:

- At least 2-4 years of or progressive experience in technology support and operations, with the ability to manage data interface and integration solutions.
- Experience in a broad range of technology areas and the ability to learn new areas or systems quickly, with a particular emphasis on database administration, systems requirements definition, user support, software customization, analytics and maintenance, and security
- Demonstrated success in providing support to users with varying levels of technical skill, with the ability to listen carefully to user needs and challenges and respond with a high level of customer service.
- Exceptional people skills, with an ability to build relationships with diverse departments and navigate uncertainty.
- High degree of flexibility and adaptability; can work within an ambitious, fast-moving environment, while also driving toward clarity and solution.
- Takes pride in self, work, and organization leading such that every task is performed at a high level of aptitude.
- Desire to grow through continuous improvement and achieve personal mastery.
- Superior organizational and project management skills with strong attention to detail.
- A history of achieving results and willingness to do "whatever it takes" to reach goals.
- A constant learner who is interested in being a proactive, positive member of the team.
- High level of self-awareness, humility, and emotional intelligence.