



Associate, IT

Boston, MA

About Us

Social Finance is a national impact finance and advisory nonprofit. By working with the public, private, and social sectors, we create partnerships and investments to measurably improve lives. In the past decade, we have mobilized over \$225 million to help more than 35,000 individuals realize improved outcomes in education, economic mobility, health, and housing.

We are driven by the belief that social and economic systems should enable all people to thrive, and the conviction that we can create the most meaningful and measurable change in our communities when governments and markets work together. Our organization is built upon four core values:

- Putting people first
- Focusing on results
- Demonstrating the highest standards of integrity and accountability
- Building enduring cross-sector partnerships

And it is strengthened by a commitment to [diversity, equity, and inclusion \(DEI\)](#).

We work across three core practice areas: impact investing, advisory, and field building. Through our impact investing portfolio, we develop and manage innovative investments, including the [Career Impact Bond](#) and the [Social Impact Bond](#). In our advisory practice, we work alongside impact-focused leaders to implement outcomes-oriented approaches. And in our field-building work, we share firsthand learnings and best practices to catalyze social impact in the field. Across all our work, which spans the public, private, and social sectors, we continually challenge ourselves and our partners to use funding and data in innovative ways to create lasting impact.

The Opportunity

Reporting to the VP of Finance and Operations, we are seeking an independent and mission-oriented technologist to assist in several critical capacities supporting our employees while working alongside our external managed services provider (“MSP”) to ensure a best-in-class user experience.

Responsibilities will include, but are not limited to, the following:

- In conjunction with our external managed services provider, ensure timely resolution of user issues
- Proactively address areas of concern that may lead to pain points for our employees
- Provide on-the-ground support for all in-office equipment and business tools including printers, copiers, video conferencing equipment, laptops and other devices (for satellite offices – San Francisco, Austin and Washington, D.C., provide remote support to Office Heads)
- Along with the VP of Finance and Operations, meet regularly with our external MSP to discuss service level, areas of improvement, issues, and the strategic vision for our IT environment
- Stay up to date on new technologies, industry developments and current events and make recommendations for areas of improvement
- Develop IT related processes and procedures; work closely with Talent and Legal team to ensure security-related policies are clearly communicated, trained on and understood by employees
- Engage with outside vendors to troubleshoot and resolve issues
- Manage IT related projects
- Act as the administrator on several third-party business applications including Salesforce, Slack, Zoom Voice & Video, SharePoint, Qualtrics, Adobe
- Manage IT equipment inventory (laptops, and other peripherals) ensuring that equipment is available for new employees as needed
- Provide new employees with a comprehensive, detailed and educational introduction and overview to our IT environment as well as hands-on training for business tools

- Securely manage the return of equipment upon an employee's departure from the organization as well as the termination of various system and application access
- Manage all software licensing
- Support internal project team work as needed
- Support other internal IT initiatives as needed
- Upon full office reopening and in line with local, state, and federal safety protocols, be able to work out of Boston office on a regular basis [during soft open period, be able to visit office as needed to perform above responsibilities]

Qualifications:

We seek a highly motivated technology professional, ideally with experience in a fast-paced professional services environment. Organization, attention to detail, adaptability, and a commitment to Social Finance's mission are key.

Additional qualifications include:

- At least three years of IT user support experience and the ability to communicate technical information and issues effectively
- The ability to work both independently and as part of a team
- A willingness and desire to take ownership of responsibilities and to take on additional responsibilities as appropriate
- Excellent written and verbal communications skills
- Must be self-motivated, adaptable, hands-on, and demonstrate ability to troubleshoot and multi-task
- Experience with some of our applications and systems is preferred but not required
- Commitment to enhancing a team culture of inclusion, belonging and equity

Benefits

At Social Finance, we strive to deliver a benefits program that will enhance our overall value proposition to employees. Our current benefit offerings include:

- Comprehensive health care coverage: medical, dental and vision insurance; flexible spending accounts; Employee Healthy Actions programs and more
- Retirement savings plan with employer contribution
- Short-term, long-term and life insurance policies
- Commuter benefits and cell phone reimbursements
- Dedicated budgets for team building and employee recognition
- Annual budget for external professional development opportunities
- Mentorship and onboarding programs
- Collaborative and energizing workspaces in downtown Boston, San Francisco, and Austin
- Paid vacation and paid holidays (with 12/24-1/1 off every year)
- Paid parental leave
- A truly stellar team of high performing, values-driven and fun (!) professionals

Application

Applicants must be permanently authorized to work in the United States on a full-time basis. Please send a cover letter and resume to hire@socialfinance.org (Subject line: Associate, IT). Review of applications will begin immediately. No phone calls please.

Social Finance, Inc. is an equal opportunity employer, and all qualified applicants will be afforded equal employment opportunities without discrimination because of actual or perceived race, color, national origin, sex, age, religion, creed, disability, marital status, citizenship, ancestry, personal appearance, sexual orientation, gender identity or expression, political affiliation, military status, status as a protected veteran, genetic information, or any other legally protected status.