



THE
KLARMAN
FAMILY
FOUNDATION

IT Analyst
Boston, Massachusetts

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The Klarman Family Foundation seeks to identify areas of unmet need and to advance solutions to addressing them. Their intention as a Foundation is to help make measurable progress in improving the lives of others. Founded in 1990, The Klarman Family Foundation granted approximately \$86 million in 2022 to advance its philanthropic interests.

Their work is guided by the following principles and values:

- Approaching their work with a seriousness of purpose and evaluative rigor, and also with an openness to tackle issues in new ways.
- Approaching their work with a sense of urgency and willingness to invest based on the opportunities to make a difference, rather than the limits of an annual grantmaking budget.
- A belief that the preservation of democratic norms lies at the core of all of their work and that a healthy democracy is crucial to all the Foundation seeks to achieve.
- A commitment to acting in partnership with other funders as opportunities to learn and leverage greater impact.
- Applying what they learn to improve their philanthropic practices and outcomes.

The Foundation's grantmaking spans several areas of interest:

- Ensuring a healthy democracy.
- Expanding access to vital services and enrichment opportunities throughout Massachusetts.
- Advancing understanding of the biological basis of health and illness.
- Supporting the global Jewish community and Israel.

These issues are complicated, requiring new and creative thinking and persistence over time. With a commitment to learning and assessing impact, these categories and strategies may evolve, but the dedication to applying best practices in philanthropy will remain unchanged.

THE OPPORTUNITY FOR YOU

Reporting to the Director, Grantmaking Operations & Information Technology, and working closely with the Foundation's IT consultant, the IT Analyst is a new role that will be the primary point of contact for the Foundation's technology support needs. The IT Analyst will work collaboratively across the Foundation to

support its IT infrastructure in a hybrid work environment and ensure that technology is leveraged effectively, efficiently, and securely in support of its goals. The expected responsibilities of this position include, but are not limited to:

- Provide daily IT helpdesk services (remote and on-site) to staff; support the Foundation's applications, endpoints, audio-visual systems, and work with external partners as needed for advanced systems support
- Administrate an IT response tracking system and document/resolve all IT support requests within it
- Co-administrate many of the Foundation's primary business applications, including Microsoft 365, Zoom, and more
- Manage IT equipment throughout its entire life cycle, from acquisition through regular maintenance, to disposal; maintain accurate inventory of KFF hardware, software, and peripherals
- Monitor and manage IT security with direction from the Director, Grantmaking Operations & Information Technology and in conjunction with the IT consultant
- Carry-out appropriate employee IT on-boarding and off-boarding processes
- Ensure functional IT and AV during meetings and events; testing and preparing systems prior to event start
- Audit, analyze, and advise on technology and/or process gaps, risks, and avenues for improvement with respect to the Foundation's IT infrastructure
- Proactively identify both software/technology and related training needs
- Develop regular and ah-hoc trainings, manuals, and materials and conduct sessions in one on one and group formats
- Proactively communicate IT solutions, tips, and enhancements to all staff in order to advance the capabilities of all users; promote IT policy and security practices
- Support disaster recovery planning, testing, and training
- Support development of and adherence to annual IT budget
- Attend trainings and conferences to develop both technical and soft skills required to fulfill core responsibilities of supporting and protecting Foundation technology resources

THE SKILLS YOU'LL NEED

The Klarman Family Foundation recognizes that a person's skills and competencies can be gleaned in myriad ways, including via life experience. If you do not meet all the qualifications listed, you are still encouraged to apply for this position.

The ideal candidate will be a passionate IT professional who is committed to working for a mission-driven organization and living into the Foundation's principles and values. They enjoy a broad range of responsibilities and demonstrate solid customer-service skills, whether working in-person or remotely, and are able to balance strong attention to detail with an engaging, consultative, relationship-focused approach to working with people.

Core qualifications include:

- Bachelor's degree in information technology, information systems, or related field preferred, or equivalent IT-related training
- Five (5) or more years hands-on experience in an IT support role in a Microsoft Windows environment (desktop, Office365) including mobile device (iOS and Android) management and product integration
- Certifications such as CompTIA A+ and/or Microsoft certificates a plus

- Experience with video conferencing systems and platforms (Microsoft Teams and Zoom/Zoom Rooms)
- Knowledge of modern computer networking and cloud technologies
- Excellent customer service orientation, communication skills (in person and remotely), problem solving ability, and attention to detail
- Experience supporting team members with varying degrees of technological proficiency
- Ability to communicate technical concepts to both technical and non-technical audiences with poise, tact and diplomacy
- Ability to communicate effectively, collaboratively, and diplomatically across a broad range of internal and external stakeholders
- A proactive nature, with excellent attention to detail and follow-through
- Comfortable with working independently in a dynamic environment while managing competing projects and priorities
- Project management, multi-tasking and prioritization skills with experience meeting deadlines
- Good judgement, resourcefulness and ability to problem-solve, troubleshoot, and follow projects to completion
- Ability to maintain confidentiality with sensitive information
- A strong sense of teamwork, humor, and integrity
- Ability to work after hours as periodically needed in the event of an emergency or special event
- Exposure to the nonprofit sector a plus

The salary for this exempt position is expected to be in the \$80,000 to \$100,000 range, depending on prior experiences and skills. Comprehensive benefits for this position include paid leave, health and dental insurance with a flexible spending account and dependent care benefits, a transit account, and a 403(b) retirement plan. The Foundation is committed to professional growth and development for all employees, and to the continued learning and practice required as an organization to build and foster a diverse, equitable and inclusive workplace.

All Foundation employees are required to be vaccinated for COVID-19 as well as boosted, and the Foundation will require any new employees to be fully vaccinated and boosted by their date of hire as well, absent a medical or religious accommodation as approved by the Foundation.

This position is based in The Klarman Family Foundation's Boston office and is eligible for a hybrid work schedule of in-office and remote work, based on the demands of specific projects, tasks and/or current Foundation needs. Infrequent travel to conferences may be expected.

TO APPLY

More information about **The Klarman Family Foundation** may be found at: www.klarmanfoundation.org

This search is being led by Angela Fagin of Daley and Associates, LLC. Due to the pace of this search, candidates are strongly encouraged to apply as soon as possible. Candidates may submit their cover letter, outlining their interest and qualifications, along with their resume to afagin@daleyaa.com.

The Klarman Family Foundation commitment to diversity includes the recognition that our mission is best advanced by contributions of people of diverse backgrounds, beliefs, and culture. Recruiting and mentoring staff to create an inclusive organization that reflects the diverse communities that we serve is a priority, and we encourage applicants of all ages, cultures, races, colors, religions, national or regional

origins, disability status, sexual orientation, gender identity, veteran status or other status protected by law.