



A Union of Professionals

Notice of Open Position

Job Title: Senior Associate
Job Number: AOF-42-15-0123-V
Department: Administration & Infrastructure

Unit: AFTSU
Supervisor: Deputy Director
Salary: \$93,778.00

February 2023

The American Federation of Teachers is a union of professionals that champions fairness; democracy; economic opportunity; and high-quality public education, healthcare and public services for our students, their families, and our communities. We are committed to advancing these principles through community engagement, organizing, collective bargaining and political activism, and especially through the work our members do. The AFT believes that a culturally diverse workforce advances our mission, and we strongly encourage applications from under-represented communities of workers.

Position Summary:

Under the supervision of the department director and the Deputy director you will provide support and training in the areas of escalation, inventory/asset management, and testing processes. You will make significant contributions to policies, procedures, and authentication practices used for AFT staff and the network.

Position Responsibilities:

- Meet with AFT officers, directors, and staff to perform software analysis and identify relevant software requirements.
- Serve as both a project lead and trainer on various technology initiatives related to the work we do for the organization as a department. Training efforts will primarily relate to the software applications we support and have customized for AFT.
- Serve as an escalation point for the Service Desk Analysts, the Tier I technical support team for our staff and affiliates, and a liaison between our department's two technical teams.
- Responsible for working closely with our System Admins as it relates to the maintenance, upkeep, and support of Okta.
- Work with the Service Desk team and Infrastructure team to help ensure change management is implemented and followed according to Industry best practices.
- Identify innovative, cost-effective ways to implement and support software technologies.
- Recommend and communicate to staff advice on emerging technological tools to solve productivity issues.
- Serve as the point-of-contact for the Audio-Visual systems utilized at AFT headquarters. This will include but not be limited to knowing, understanding, and being able to troubleshoot the various technologies currently in place and contribute to any efforts relating to any system upgrades. This responsibility will involve working closely with any vendors who provide us with these technologies and ensuring staff, including our Service Team are aware of how to use these systems. Additionally, working with the Meetings and Travel department, which plans and oversees all AFT meetings and conferences as it relates to the assignment of any needed technical support resources from our department.
- Deliver IT security awareness programs using tools like Knowbe4 for both IT staff and end-users.
- Conduct and document IT-related investigation efforts, including incidents, tracking, and analysis.

Primary Knowledge, Skills and Abilities:

- Bachelor's degree in business or a related field is highly desirable.
- Ideal candidate must be a seasoned professional with five to seven years' experience Project Management skills.
- Provide second level support for enterprise applications, desktops, laptops, and related hardware.
- Strong oral and written communication skills. Ability to write or at times review and modify drafted communications that will be sent to staff.
- Some travel is required.

Secondary Knowledge, Skills and Abilities:

- Knowledge SharePoint, MS Project, Citrix, Okta, cloud-based technologies that allow for incident and change management.
- Familiarity with unions and/or membership organizations is preferred.

Application:

Applicants should submit a cover letter and resume to the director of human resources or via email to https://www.appone.com/MainInfoReq.asp?R_ID=5290687

cc: Audra George, AFTSU President

AFT is an Equal Opportunity Employer

The AFT is committed to creating a diverse environment and is proud to be an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, gender, gender identity or expression, sexual orientation, national origin, genetics, disability, age, or veteran status.

Vaccine Requirement: AFT requires that all staff be fully vaccinated for COVID-19.