



OPEN SPACE INSTITUTE

Position Title: Facilities/IT Coordinator
Reports To: Director of Administration
Department: Administration

Location: New York City HQ
Status: Exempt

The Open Space Institute, (OSI) protects scenic, natural and historic landscapes to ensure public enjoyment, conserve habitats, and sustain community character. OSI achieves its goals through land acquisition, conservation easements, loan and grant programs, creative partnerships, and analytical research.

Position Summary

OSI is a non-profit organization with 33 staff in our NYC office headquarters and 25 working remotely in 8 different locations, as well as 4 subtenants in the NYC office.

The Facilities/IT Coordinator's primary function is to manage tech support, tech education and recommendations, and hardware/software purchasing (with the support of an outside consultant,) for the entire organization. In addition, the Facilities/IT Coordinator manages the day-to-day facility operations of the NYC office, and supports remote locations in managing their facilities.

The Facilities/IT Coordinator is a "jack-of-all-trades" and handles a wide range of responsibilities from basic facilities maintenance, to detail-oriented IT duties. This position requires the ability to exercise judgement in deciding what is a priority, and shift gears and change hats, as needed.

The Facilities/IT Coordinator is responsible for ensuring the smooth operation of office functions, management of I.T. needs, and, from time-to-time, providing administrative support to staff on any given project or task.

Primary/Essential Responsibilities & Duties

Facilities Support

- Manages office maintenance service vendors including cleaning service, HVAC, telecommunications, equipment suppliers, printing company, cleaning service, etc.
- Undertakes a variety of special projects as needed, for instance, equipment and technology upgrades, office build-outs/moves, phone system upgrades.
- Coordinate office needs with building maintenance staff through Workspeed
- Monitors and maintains office equipment; for example: ensuring regular maintenance
- Assists remote staff and remote office managers with office space and vendor management and monitors the supply orders and vendors of remote offices.
- Readies office space and technology for new employees or desk location changes
- Keeps staff informed with clear, concise emails or at staff meeting about relevant

- information related to the office space and technology
- Assists the Director of Administration with administering office policies and procedures.
- Manages all file and storage areas of the office
- Monitors, reviews, approves and submit check requests for invoices from both main and remote office vendors with proper accounting codes for all vendor bills
- Analyzes and reviews competing vendor bids and with Director of Administration, regularly researches alternative vendor services and suppliers to ensure our current vendors are competitively priced
- With Director of Administration, assists with Committee and Board meeting arrangements; coordinates with Administrative Associate to ensure timely and proper set-up of A/V equipment and conference calls for meetings

I.T. Management & Support

- Manages I.T. consultant technicians by maintaining and prioritizing work order log and/or list of required repairs & keeping in communication with the I.T. technicians and the staff on the progress and status of each work order
- Manages the annual I.T. Budget
- Trains new staff and other staff as needed on all I.T. protocols and standard software applications
- Maintains and updates I.T. policies including Disaster Recovery protocols and documentation
- Stays apprised of technology related issues and changes through seminars or trainings to help ensure the organization is up to date and covered
- Provides tech support for both remote and main office staff, including set-up, training and orientation; analyzes feedback to assess areas for improvements and potential projects; troubleshoots hardware, software and network operating system
- Arranges for the purchase of necessary tech equipment for general office and staff use
- Reports to Director of Administration on I.T. policies and keeps the Director of Administration informed on I.T. issues
- Monitors security of all technology and ensures best practices
- Coordinates with the webmaster on any additional needs with the maintenance and development of OSI's website
- Maintains an updated inventory of all computer hardware, software, subscriptions, applications and technology of the main office and remote offices
- Manages the phone system, including any basic programming, and coordinates with the phone vendor on more complex phone programming issues

Qualifications and Skills

- Two+ years' facilities management experience, with some IT experience;
- Ability to juggle multiple tasks simultaneously, establish priorities and meet project deadlines;
- A self-starter who is proactive, helpful, and energetic, with a can-do attitude;
- Flexibility to adjust to a dynamic work environment;
- Strong attention to detail with excellent written, verbal and interpersonal communication skills;
- Exemplary organizational skills and ability to follow through from start to finish;
- Ability to work independently and as part of a team;

- Proficiency in Microsoft Word, Excel, and PowerPoint, video-conferencing and strong aptitude for technology;
- Professional, neat appearance.

Physical Requirements

- Frequently sits for long periods of time;
- Frequently speaks, reads, writes and uses a computer keyboard;
- Will require occasional standing, walking, lifting up to 30 pounds, stooping, bending, and moving files and other items

This job description is not intended to represent a complete, comprehensive list of all duties and responsibilities that may be required in this position. There may be unplanned activities and other duties as assigned.

OSI is committed to workplace diversity and inclusion. We recognize that our conservation mission is best advanced by the leadership and contributions of people of all genders, diverse backgrounds, beliefs, and cultures. We encourage applicants from all cultures, races, colors, religions, sexes, national or regional origins, ages, disability status, sexual orientation, gender identity, military, protected veteran status, or any other status protected by law.

Additional Information

Annualized salary \$60K with generous benefits package. The hire is a full-time position.

For information on OSI, visit www.openspaceinstitute.org

To apply:

Please email cover letter, resume, salary expectations, and where you saw this posting, preferably as a single PDF, to resumes@osiny.org, with “*Facilities/IT Coordinator*” as the subject. We will be reviewing applications on a rolling basis through October 18, 2019. No phone calls please.

<https://www.openspaceinstitute.org/careers>