ONETABLE

Tech + Data Associate (Temporary-to-Permanent)

About OneTable:
At OneTable, we support people to end their week with intention. As an online and in person community, we help people in their 20s and 30s find, enjoy and share Shabbat dinners, explore Judaism and Jewish practice, and make the most of Friday night. In five years, more than 150,000 young adults have used the [OneTable platform](#) to create, curate and attend Shabbat dinners; currently at a rate of 60,000 per year. For more information: [onetable.org](#).

JOB DESCRIPTION:

The Tech and Data Associate role is a new full-time staff member supporting the day-to-day functions of the Tech and Data team, specifically the maintenance and integration of the tech platform and the CRM (Salesforce). The Tech and Data team is responsible for:
- Implementing the mission of the organization through investments in OneTable's proprietary platform technology and facilitating Nourishment for hosts;
- Supporting the OneTable team through the investment and maintenance of the organization's CRM database, including pulling data for grant proposals, presentations, and funders;
- Providing tech support to both OneTable staff internally and externally to users;
- And assisting with organizational budgets and finances.

This position will report directly to the Associate Director of Program + Tech Integration and work closely with the entire Tech and Data team. The successful candidate will have project management and customer service skills and be **excited about constantly iterating** our technology to fit the needs of OneTable users.

Essential Functions:
- Assist AD of Program + Tech Integration in managing sprints by testing tasks in staging and production environments with appropriate documentation, as well as updating and maintaining all technical features of the platform
- Assist the AD of Program + Tech Integration to provide support to white label clients, including implementation and tech feedback
- Support Tech and Data team with Salesforce administration, including training of new staff
- Follows up with Tech and Data support team to ensure user + staff questions and help tickets are being responded to in a timely manner
- Develop feedback mechanism for gathering feedback from both hosts and guests, in order to provide continual improvement of the technology
- Manage bug reports for tech issues and figure out steps to recreate and report them to developers
- Maintain up-to-date backend and frontend user guides of the platform
- Be open to professional growth and assuming other related functions as needed

Requirements (must have)
- 2-3 years minimum of customer experience/client services/IT support
- Salesforce proficiency
- Ability to figure things out — and aren't afraid of a good ol' YouTube tutorial!
- Ability to interact with internal colleagues and external partners to problem solve and "get it done" quickly and efficiently
- Self-driven determination to reach goals- you will need to be ambitious, not settle and can think creatively on the spot
- Outstanding organizational, prioritization, time management and - most critically - execution skills
- Excellent communication and customer service skills
- Attention to detail and strong execution skills

Helpful to have
- Project management experience on a discrete large scale project
- Experience with project management tools such as Trello or Wrike
- Patience - often the "bug" is really user error
- Self-driven and determined to reach goals. You will need to be ambitious, not settle and can think creatively on the spot
- Experience with HTML preferred
- Nonprofit experience

Salary and Benefits Package:
Salary: $50,000 for 2 - 3 years of experience

All employees are offered a full benefits package including health, dental, vision insurance, 403b matching after one year, pre-tax TransitChek, flexible spending account, short and long-term disability and life insurance. But that's not all -- OneTablers get paid time off for all the Jewish holidays. We value and invest in professional development and growth.

Location: Candidates must work in the Eastern time zone*
Currently, due to the COVID-19 crisis, the OneTable team is working completely remotely.
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To Apply:

Click to fill out our online application and include a cover letter that explains **how your experience matches the technical requirements** for the position:
www.onetable.org/careers-apply
Questions? Email careers@onetable.org

Application Process:
- Review of applications will begin immediately and continue on a rolling basis until the position is filled.
- Submission of Cover Letter and Resume.
- Applicants that move forward to the first round screening will have an interview with a member of OneTable's team.
- Applicants that move forward after the first round interview will interview with the AD of Program + Tech Integration and another team member.
- Applicants that move forward after the second round interview will be asked to complete a digital task.
- There may be additional conversations with colleagues with whom they would be working with.
- Reference checks from two employers, including at least one recent supervisor.

Note: OneTable seeks to increase equity in its hiring and therefore to mitigate the inside edge sometimes given to those who have relationships with "field insiders," OneTable does not accept informal recommendations from individuals with personal connections to our staff or Board members and cannot factor such referrals into selection of candidates for interviews.

Equal Opportunity Employer:

We deeply value the diversity of insight, perspective, and experience brought by people from backgrounds typically underrepresented in Jewish institutions. This includes Black, Latinx, Indigenous, and Asian people, Black Jews, Jews of Color, Sephardi and Mizrachi Jews, lesbian, gay, bisexual, trans, and gender non-conforming people, and people with disabilities. We also welcome applications from people of diverse religious, spiritual, and cultural backgrounds

The organization provides equal employment opportunities to all applicants and employees without regard to race, color, religion, gender, sexual orientation, gender expression, age, alienage or citizenship status, creed, genetic predisposition or carrier status, national origin, disability condition, marital status, status as a disabled or Vietnam-era veteran, or any other protected characteristic as established by law. In addition, the organization affirmatively seeks to advance the principles of equal employment opportunity as it applies to all policies and procedures relating to recruitment and hiring, compensation, benefits, termination, and all other terms and conditions of employment.