

## Epilepsy Foundation New England

Job Title: **Systems Administrator**

Reports To: **Chief Operating Officer**

Location: **Hybrid position: Work from home and Lowell, Massachusetts**

Employment Type: **Full-time**

### About the Epilepsy Foundation New England

Established in 1983, Epilepsy Foundation New England, Inc. (EFNE) is a 501(c)(3) nonprofit organization serving people living with epilepsy and their families through connection, education, advocacy, and direct support.

We are committed to building a world where individuals with epilepsy can live full and empowered lives—free from stigma, supported by community, and equipped with the resources they need to thrive.

### Position Summary

EFNE's Systems Administrator will help EFNE deliver connection, resources, and other services to people living with epilepsy by ensuring that its systems work seamlessly, effectively, and collaboratively. Our teams are mission and values driven: they want their support team to understand how they do their jobs and they want the systems upon which they rely each day to work well. These systems currently include Salesforce Nonprofit Success Pack, Salesforce Experience Cloud, Bloomerang, Zapier, Voter Voice, On Board, SharePoint, JotForm, and others. The Systems Administrator needs to be effective with the technical aspects of this role, but must also bring the skills of a business analyst and be fueled by delivering good service to the team.

### Key Responsibilities

- Develop a full picture of the systems and data management needs of EFNE's entire staff.
- Partner with development, communication, programs, care management, advocacy, and administrative teams to understand their requirements and translate them into technological configurations.
- Help assess EFNE's systems and data management needs, focusing on data integrity and information security.
- Implement, manage, and maintain integrations across diverse platforms.
- Explore the role that artificial intelligence may play to support EFNE's teams and systems without losing our focus on preserving the confidential information of our clients, donors, and other stakeholders.

- Function as EFNE’s internal help desk and trainer-in-chief, providing onboarding, training, service, and support to the EFNE team as needed, including developing manuals for end users, administrators, and training.
- Regularly interface with vendors, consultants, internal and external systems, and EFNE staff and volunteers.
- Develop and implement processes that improve the team’s workflow and ease the recording and retention of data.
- Be the person primarily responsible for maintaining EFNE’s Salesforce platform, attending to all administrative needs, and keeping it up to date with all improvements.
- Build forms, maintain platforms, and help EFNE improve its team-wide collaboration including between its various systems.
- Build reports, dashboards, and other tools for staff to evaluate their programs’ effectiveness and for EFNE to report to its funders, partners, and potential funders.
- Overhaul SharePoint libraries and develop effective document management, systems, and storage capabilities.

## Qualifications

### Required:

- Salesforce Certified Platform Administrator.
- Two or more years of experience as an administrator of a Salesforce system required. Experience working with flows and building and managing custom objects and processes is preferred.
- Two or more years of experience working within a non-profit or mission driven setting.
- Deep knowledge of and experience with three or more of these product categories: CRM (e.g., Salesforce or Bloomerang), form building (e.g., JotForm), advocacy (e.g., Voter Voice), middleware (e.g., Zapier), document management (e.g., SharePoint), and board management tools (e.g., On Board).
- Associate or bachelor’s degree required. A degree in Information Systems, Business Administration, Computer Science, or a related field is preferred.
- Strong people skills and cultural humility.
- Excellent organizational and communication skills, both written and verbal.
- Ability to work independently, manage multiple priorities, and maintain confidentiality.

## Work Environment and Schedule

This is a hybrid position that combines both remote and in-person work. In-person responsibilities will typically be required two days per week at EFNE’s office in Lowell, MA. Occasional evening or weekend work may be required for community events, including camps and educational events.

## Compensation

- Full-Time Position
- Salary: \$70,000 to \$90,000, depending upon experience

**Benefits**

Full-time employees of EFNE are eligible to participate in EFNE's benefit programs in accordance with the terms and conditions of such programs, including paid time off for vacation, sick leave, and holidays, as well as health, vision, and dental, a 403(b) plan with a matching contribution, and short-term and long-term disability coverage. EFNE may modify any of these plans and programs on a prospective basis from time to time.

**Equal Opportunity Employer**

EFNE provides equal employment opportunities to all employees and applicants for employment without regard to race, color, religion, sex, national origin, age, disability, or genetics.

To apply, please submit a cover letter and resume to [HR@epilepsynewengland.org](mailto:HR@epilepsynewengland.org).