

TECHNOLOGY PROGRAM ASSOCIATE

Organizational Profile

The Health Assistance Partnership (HAP) is seeking to hire a Technology Program Associate. HAP, a project of the non-profit Families USA, works with the nation's 54 State Health Insurance Assistance Programs (SHIPs) to build their capacity to efficiently and effectively educate and counsel Medicare beneficiaries about their health care benefits and coverage options. SHIPs are federally funded state programs that rely heavily on volunteer educators and counselors to deliver individualized services at the local level.

Position Description

HAP is seeking a Technology Program Associate to promote the organization's mission through our Web site and electronic communications, and provide technical assistance with HAP's proprietary web applications.

The Program Associate will manage the scheduling and posting of all materials to HAP's content-rich site. All postings must conform to our specified Web style and must be viewable in Internet Explorer, Netscape, Mozilla, and Safari. The Program Associate will create and implement a protocol for routine maintenance of our Web site, including but not limited to monitoring links, replacing broken or outdated links, archiving dated material, scanning for 508 compliance, and repairing pages that do not display accurately.

The Program Associate will manage all electronic communications to our listserv, including HAP's monthly eNewsletter and frequent eAlerts, and will track the effectiveness of these communications. The Program Associate will maintain all membership listservs including adding new members and deleting outdated entries.

The Program Associate will also test several implementations of HAP's web-based application. The Program Associate will manually create automatic testing scripts using Selenium to ensure that new releases are ready for our clients to use.

The Program Associate will convene meetings to discuss design issues, problem areas, and needed improvements. Other tasks will include:

- helping the organization develop ways to better market its site and services;
- developing appropriate procedures for permissions to link to other sites;
- tracking and analyzing use of the site to inform future activities;
- working with HAP staff to promote constant innovation and refinement of the site;

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- creating documentation for HAP's web-based applications;
- scanning HAP's web-based applications for 508 compliance;
- performance testing for HAP's web-based applications; and
- use appropriate software to digitize HAP's monthly conference calls to be hosted on HAP's Web site.

This position reports to the Senior Program Manager of Outreach.

Salary is commensurate with experience. Generous fringe benefits are provided.

Requirements

Requirements for candidates include:

- strong interest in applying technology to promote meaningful social change;
- very strong attention to detail and organizational skills;
- solid foundation in MS Office suite and willingness to learn new applications as necessary;
- willingness to think outside the box and the ability to be a team player;
- database design and development; and
- working knowledge of html.

Qualifications

HAP is seeking an energetic, self-directed person who is willing to work with a team, but who can also take initiative and be responsible for a variety of tasks. Candidates for this position must have experience with computer technology and be capable of researching and staying current on issues related to Web sites, and electronic communications. Candidates must also be able to quickly learn our Web content management system (GetActive/Convio), which integrates Web posting, database maintenance, e-mail management and other Web-related tasks. Some knowledge of HTML is required as well as experience with database design and management. Experience with GetActive/Convio, Dreamweaver, MySQL and GoogleAnalytics is desired. At least 1-2 years of relevant work experience is required; a four-year degree is preferred but not required.

Interested candidates should send a cover letter and resume by August 20 to infohap@hapnetwork.org with the subject line: Technology Program Associate. Please include links to any relevant work.

EOE/AA