



Position: IT Operations Specialist
Location: New Orleans, LA
Reports to: Director, Technology & Business Systems

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About SBP

SBP is a national nonprofit organization dedicated to helping communities shrink the time between disaster and recovery. We take a holistic approach to disasters by increasing readiness and resilience before they happen and streamlining rebuilding and long-term recovery after.

- **Building the Way Home for Disaster Survivors:** SBP serves the most vulnerable homeowners in a community impacted by a major disaster through its Recovery Services. These services are currently offered through eight states across the Gulf South, where the risk of major natural disasters is greatest.
- **Building Readiness and Resilience Through Local Partnership:** SBP supports low-capacity, high-risk communities through its Advisory Services, providing training, consulting, and organizational capacity-building through a team of subject-matter experts and Resilience Fellows.

Joining SBP is more than just joining a workforce. It's about contributing to a mission where you can enact real change and make a difference in the lives of people impacted by disasters.

Position Summary

The IT Operations Specialist plays a critical role in maintaining the reliability, efficiency, and accuracy of the organization's technology environment. This role is responsible for day-to-day IT operations, end-user support, asset lifecycle management, and core system administration.

The ideal candidate is proactive, detail-oriented, and comfortable working independently. They bring strong troubleshooting skills, clear communication, and a disciplined approach to follow-through. This role operates with general direction and is expected to take ownership of issues from identification through resolution.

Responsibilities

End-User Support and Troubleshooting

- Diagnoses and resolve hardware, software, and SaaS platform issues across the organization
- Apply structured troubleshooting methods to identify root causes and implement effective solutions
- Communicate clearly with end-users regarding status, next steps, and resolution
- Maintain accurate and complete ticket documentation

IT Operations & Systems Administration

- Administer and support Google Workspace and other core business applications (user provisioning, access changes, and account lifecycle management across systems)
- Own issue resolution end-to-end, including vendor coordination and follow-through
- Monitor system health and proactively identify risks or gaps in configuration or licensing

SBP Job Description | Version 1.0 | Last Revised: 4.17.2026 | Owner: IT/HR

Shrinking the time between disaster and recovery
www.SBPusa.org

Asset & Device Lifecycle Management

- Maintain accurate inventory records for laptops, phones, hotspots, and other technological assets
- Oversee device setup, deployment, reassignment, and decommissioning
- Perform periodic reconciliation to ensure inventory accuracy and completeness

Onboarding & Offboarding

- Coordinate technology set up for new hires and ensure access is provisioned in alignment with role needs
- Execute timely deprovisioning and device recovery during offboarding
- Maintain documentation and process consistency across employee lifecycle events

Process Improvement & Documentation

- Maintain and improve IT documentation for recurring processes and workflows
- Identify opportunities to streamline operations and reduce repeat issues
- Contribute to scalable, repeatable IT practices that support organizational growth

Qualifications

- 3+ years of experience in IT support, IT operations, or a related role
- Hands-on experience with Google Workspace administration
- Strong troubleshooting methodology and comfort working independently
- Excellent written and verbal communication skills
- Demonstrated attention to detail and organizational discipline
- Ability to prioritize effectively and manage multiple requests in a dynamic environment

Preferred

- Experience in nonprofit or mission-driven organizations
- Familiarity with SaaS administration and vendor coordination

Salary Range: \$60,000-\$75,000

SBP is building a team from a broad range of backgrounds.

We love fresh perspectives and we know our teams grow stronger when they include different experiences. We adhere to all relevant employment laws and never discriminate in our hiring. By welcoming people from varied backgrounds, we spark new ideas and are better prepared to support the communities we serve.

SBP is an equal opportunity employer.

We are an equal opportunity employer. All applicants will be considered without discrimination on the basis of race, color, sex, sexual orientation, pregnancy, religion, age, national origin, genetic information, disability, military status, familial status, political affiliation, or any other characteristic protected by law.