



IT Specialist

The American Academy of Otolaryngology–Head and Neck Surgery is seeking a detail-oriented and proactive IT Specialist to join our IT team. This position will play an essential role in enhancing operational efficiency and ensuring the optimal performance of our internal systems.

This position reports directly to the Senior Director of IT and works closely with cross-functional teams to support the Academy's mission.

This is a hybrid role, in-person in Alexandria, VA, 3 days a week.

Key Responsibilities

- Assist with the Academy's Association Management System (iMIS), including developing solutions using RiSE and other standard tools, creating reports and data visualizations for stakeholder analysis, and providing technical support and training to iMIS users
- Work closely with Managed Services Partner (MSP) to deliver Office365 related projects
- Troubleshoot and support API integrations
- Support the Academy's AI initiatives
- Develop technical documentation in support of new solutions
- Collaborate with IT team to identify inefficiencies and optimize processes

Required Qualifications

- Bachelor's degree in computer science, Information Technology, or related technical field or equivalent experience
- At least 1-3 years of relevant work experience
- Proficiency in Office365 apps including SharePoint management experience
- Experience with analytics software (Power BI, Tableau, or similar platforms)
- Knowledge of and support of APIs, data migration, and system interoperability
- Understanding of process mapping, documentation, and continuous improvement methodologies
- Basic project management experience
- Strong teamwork, communication, and collaboration skills
- Ability to lead and facilitate meetings
- Easily adapts to changing priorities

Preferred Qualifications

- Proficiency with AI platforms and automation tools
- Microsoft Certification
- Non-profit Association experience

- iMIS RiSE experience

Working Conditions

This is a hybrid position, in-office Mondays, Tuesdays, and Wednesdays with the flexibility to telework on Thursdays and Fridays.

Status

- Regular, full-time
- Exempt

Benefits

We are proud to offer an excellent benefits package offered to eligible employees including:

- Medical, vision & dental insurance
- 9% 403(b) contribution after the first year of service
- 5 weeks of paid time off (PTO) & 11 holidays
- Parking or public transportation allowance
- Long & short-term disability insurance
- Medical & dependent care flexible spending accounts
- Workplace flexibility including a hybrid work environment
- Professional development opportunities and tuition/certification reimbursement

Equal Opportunity Statement

The American Academy of Otolaryngology–Head and Neck Surgery is an Equal Opportunity Employer.

Application Instructions

Email your cover letter and resume to employment@entnet.org.