

Technology & Community Support Specialist (Part-Time, Remote)

Help power transportation access for older adults nationwide. ITNAmerica®, based in Portland, Maine, is the first and only national nonprofit transportation network for America's aging population — leading community-based transportation through research, policy, and education. Our enterprise platform, ITNRides, supports volunteer, member, logistics, and financial management for community transportation programs across the country.

We're looking for a detail-oriented, tech-savvy problem-solver to support our ITNRides platform and the communities that rely on it. This is a part-time, remote role at 24 hours/week — great for someone who wants flexible, meaningful work with a mission-driven organization.

Compensation: \$42,000/year

What you'll do:

- Provide technical support on the ITNRides platform (ITNCountry and ITN Affiliate sites), primarily in Salesforce and ITNRides itself
- Support internal staff with technical questions and troubleshooting
- Work with the CTO to define specifications and designs for new software features
- Identify bugs and issues, write Jira tickets, and help drive solutions
- Test new features and fixes ahead of production release
- Build new reports and list views for customers and internal teams
- Perform data cleanup, typically tied to bug fixes
- Create user documentation for ITNRides and Salesforce (for site users, staff, and IT)
- Coordinate remote tools (Zoom, Teams, etc.) and outreach logistics to connect with stakeholders — including ITNCountry/Affiliate site staff and end users, UX/user testing participants, the ITNAmerica Annual Meeting, and our Philanthropic Collaborative
- Other duties as assigned

What you bring:

- A detail-oriented approach and comfort working with data and software applications
- Solid grasp of UX/UI principles
- Experience with complex software implementations; Salesforce experience preferred
- Transportation or logistics systems experience a plus
- Strong written and verbal communication with both technical and non-technical audiences
- Self-motivated — able to take initiative and work independently
- Strong collaborator in a professional, remote-first environment
- Skilled at prioritizing and sticking to a work plan and timeline

Benefits:

- 6 days vacation
- 3 days paid sick leave
- 9 paid holidays
- Long-term and short-term disability coverage

Interested? Apply today to ITJobs@ITNAmerica.org and help us keep older adults connected to their communities.