Manager, Registry Systems

POSITION DETAILS

- Full-time (mid $50K to low $80K depending on experience)
- FLSA Exempt
- Based in Washington, DC Area or remote
- Reports to Director, Global Purchaser Resources

ABOUT THE GREEN ELECTRONICS COUNCIL

The Green Electronics Council (GEC) is a mission-driven non-profit organization that seeks to achieve a world in which only sustainable electronics are designed, manufactured, bought, used, and recycled. GEC was founded in 2006 and manages the most widely used ecolabel for electronics globally, EPEAT, which is used by purchasers in more than 42 countries. GEC works with global electronics brands and large scale purchasers to facilitate their adoption of sustainable manufacturing and procurement systems. We aim to increase the market availability and purchase of sustainable electronics. More information is available at www.GreenElectronicsCouncil.org.

POSITION SUMMARY

The Manager, Registry Systems plays a key role in the maintenance and support of GEC’s registry systems. The position will help to define, develop and support GEC platforms, to maintain the integrity of data and support end users and has three primary responsibilities: customer service, project management, and help desk management.

ESSENTIAL JOB DUTIES

Customer Service

- Manage continuous improvement of EPEAT Registry customer experience through targeted customer communication, outreach, and engagement activities.
- Act as primary customer experience engagement representative for EPEAT Registry; manage inbound emails to Support inbox
- Draft EPEAT Registry customer communication strategy and templates for:
  - Ongoing system development updates
- Product release notes for site issues/issue resolutions, enhancements, maintenance/scheduled events, unexpected events, outages, system back-up and general functioning
- End-user guidance and training presentations for new product features
- End-user experience and engagement for new product feature iterations
- General end-user engagement
- Conduct EPEAT Registry trainings (live and on-demand)

Project Management

- Develop EPEAT Registry user stories and corresponding technical specification requirements.
- Gather, socialize, and document technical specification requirements to ensure developer appropriately manages workflow and deliverables according to schedule, resources, and risks.
- Manage user acceptance testing (UAT) process and support beta user groups for EPEAT Registry site development.
- Assist the iterative planning process by creating consistent EPEAT Registry user stories that evolve through development iterations.
- Coordinate with Director of Global Purchaser Resources and developer to draft and maintain EPEAT Registry site development backlog.
- Establish and manage EPEAT Registry system maintenance schedule and coordinate time windows for scheduled maintenance to minimize end-user impact.

Help Desk Management

- Establish best practices and lead EPEAT Registry Help Desk support process. Activities including but not limited to:
  - Support ticket validation, triage, and escalation (as appropriate depending on if issue is technical or programmatic)
  - Help desk issue tracking log creation and maintenance to address, prioritize, and roadmap help desk issues and enhancements
- Interface with Director of Global Purchaser Resources and developer to create documentation in support of established agreement on the prioritization of EPEAT Registry Help Desk improvements and enhancements.

REQUIRED QUALIFICATIONS

- Bachelor’s degree in related field with a minimum of five years of experience providing technical, database, and project management support.
- Solid knowledge of IT systems and applications.
- Proficiency in agile framework, CX/UX, human centered design, and data analysis.
- Experience with collaboration, project management, and BI modeling software (Redbooth, Wrike, Jira, Slack, Tableau).
- Ability to learn and adapt to new software quickly and relay knowledge and skills to other users.
- Strong customer focus with both internal and external users.
- Skilled communicator, ability to convey technical information to non-technical audience.
- Previous help desk, troubleshooting or business analyst experience a plus.

**Benefits:** GEC recognizes, rewards, and supports our employees and we offer outstanding benefits:
- Comprehensive health coverage (medical, dental, and vision)
- 401(k) retirement savings plan fully vested upon enrollment
- Annual paid time off including 3 weeks’ vacation (plus a paid week off during the Winter holidays) and 40 hours volunteer leave (can be used for a qualified volunteer activity, particularly STEM or conservation related)

**Application Process:** Submit a résumé and a cover letter *specifically focused on your qualifications for this position* to Ms. Julia Bulfin: jbulfin@greenelectronicscouncil.org. Include in your cover letter details demonstrating competencies and qualifications listed above.