



Job Description

IT & Website Support Specialist

WildAid is a growing unique and dynamic global wildlife conservation non-profit based in San Francisco with a mission to inspire and empower the world to protect wildlife and vital habitats from critical threats. WildAid operates with a \$12 million annual budget and has received a Four-Star rating from Charity Navigator for over a decade. Since its founding in 1999, WildAid has become a premier conservation organization in driving behavior change through both world-class communications campaigns and maritime law enforcement capacity building.

We are looking for a versatile and detail-oriented IT & Website Support Specialist to join our team. The ideal candidate will be the go-to person for resolving IT-related issues within the organization while also maintaining and improving our online presence. If you're a problem-solver with a passion for both IT infrastructure and web technologies, we'd love to hear from you.

Responsibilities

IT Support

- Provide general IT support to WildAid teams; Troubleshoot and resolve hardware and software issues across both MacOS and Windows systems
- Administer Microsoft 365 services and applications
- Manage user accounts and access through Azure AD (Entra ID) and Intune
- Conduct vulnerability assessments and implement mitigation strategies for identified risks
- Monitor and respond to security alerts and incidents across the organization's networks, systems, and endpoints
- Maintain an IT equipment inventory
- Assist with IT systems onboarding/offboarding

Website Support

- Maintain and update the company's websites (WordPress)
- Implement front-end updates and UI/UX improvements, routine site backups, security updates, and performance optimization
- Ensure website security, uptime, and performance
- Collaborate with marketing and design teams to post new content and features
- Assist with basic SEO and web analytics monitoring

Required Qualifications

- Bachelor's degree in IT, Computer Science, Computer Engineering, or a related field.
- 4–5 years of experience in an IT support role, ideally in international organizations.
- Intermediate-level experience with Microsoft Azure AD (Entra ID), SharePoint, and Intune administration
- Experience with CMS platforms like WordPress; knowledge of HTML/CSS/JS
- Working knowledge of networking basics (DNS, DHCP, VPNs, firewalls)
- Basic understanding of website security, SEO, and analytics tools (e.g., Google Analytics)



- Strong knowledge of cybersecurity best practices
- Excellent customer service and problem-solving abilities

Preferred Qualifications

- Experience with Intune and MDM tools for Apple devices
- Familiarity with Intune, PowerShell, or scripting a plus
- Experience with web hosting platforms, cPanel, or cloud-based web infrastructure

Compensation

This is a part-time, non-exempt position with up to 24 hours per week. At times, additional hours may be required depending on business needs. The hourly rate is \$32-\$36/hour commensurate with skill and experience.

Competitive benefits package include: accrued paid time off; accrued paid sick leave; 401(k) eligibility with employer Safe Harbor contribution up to a 4% elected deferral.

Location

San Francisco, CA (hybrid)

Work shall be performed primarily during regular business hours, with the occasional need to perform tasks outside normal business hours.

How To Apply

To apply, please send your resume/CV, and a brief cover letter to jobs@wildaid.org.

The successful applicant must be authorized to work in the US and meet the requirements of WildAid's background screening process.

Equal Opportunity Employer

WildAid is committed to being inclusive and is proud to be an equal opportunity employer.

Pursuant to the San Francisco Fair Chance Ordinance, we will consider for employment qualified applicants with arrest and conviction records.

WildAid is an E-Verify employer: [Right to Work](#) & [E-Verify Participation](#)