



## Technical Communication Analyst

### About the National Indian Council on Aging, Inc. (NICOA)

The National Indian Council on Aging, Inc. (NICOA) is a national non-profit organization, founded in 1976, focusing on advocating for the health, social service, and economic well-being of American Indian and Alaska Native Elders. We are dedicated to providing culturally competent programs and services. We are a small, dedicated team seeking an individual who is passionate about technology, data, and our mission to support Native Elders. This role is based in Albuquerque, New Mexico.

### Position Summary

We are seeking a versatile and highly organized **Technical Communication Analyst** to serve as a crucial resource for our team. This role will ensure the smooth operation of our technical infrastructure, analyze key data from our programs and digital outreach, and specifically help organize and amplify our multimedia content across social media channels to better promote NICOA's mission and programs to the Native American aging community. In addition, the Technical Communication Analyst will work closely with the key personnel under the Technical Assistant & Resource Center (TARC).

### Key Responsibilities

#### I. Technical Support & IT Administration (40%)

- **First-Line Support:** Serve as the primary point of contact for staff technical support requests, addressing issues with software (e.g., Microsoft 365, CRM, specific program tools), hardware (laptops, desktops, printers), and remote connectivity (VPN, conferencing tools).
- **Maintenance & Inventory:** Assist in maintaining an accurate inventory of IT assets and manage the setup, configuration, and deployment of new equipment.
- **User Management:** Manage user accounts, permissions, and security settings across NICOA's essential digital platforms, ensuring data security protocols and organizational standards are met.
- **Troubleshooting:** Diagnose and resolve routine network issues and common software conflicts to ensure minimal operational downtime.

#### II. Multimedia & Social Media Organization (60%)

- **Digital Asset Management:** Develop and maintain a highly organized, easily searchable digital archive and file structure for all NICOA multimedia assets (photos, videos, graphics, audio), ensuring cultural sensitivity in organization and access.
- **Content Calendar Assistance:** Assist the communications team by maintaining the digital content calendar, ensuring assets are categorized correctly for outreach campaigns.
- **Mission Promotion:** Work with data insights to assist in preparing and recommending optimal content posting times and platform strategies to maximize reach to Native Elders and tribal communities.

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## Qualifications

### Required Skills & Experience

- **Experience:** 1-2 years of experience in a role involving technical support, data management, or digital/social media assistance, preferably within a non-profit environment.
- **Technical Skills:** Proven ability to troubleshoot hardware and software issues on both Windows and Mac OS. Proficiency with cloud-based productivity suites (e.g., WordPress CMS, Microsoft Office 365 or Google Workspace).
- **Analytical Skills:** Strong proficiency with **spreadsheet software (Excel or Google Sheets)** and demonstrated experience in data entry, cleaning, and basic analysis.
- **Organizational:** Exceptional attention to detail and a talent for creating and maintaining organized digital file systems and archives.
- **Communication:** Excellent verbal and written communication skills, with the ability to translate technical issues for non-technical staff and present data clearly.

### Preferred Skills

- Familiarity with data visualization tools (e.g., Power BI, Tableau, or Google Data Studio).
- Experience analyzing social media metrics (insights/analytics tools).
- Knowledge of or experience working with Native American communities and a commitment to cultural sensitivity.

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## Position Details

- **Employment Type:** Full-time
- **Location:** Albuquerque, New Mexico
- **Compensation:** \$38,000 – \$46,000.
- **Duration:** Position will end in August 2026.
- **To Apply:** Please submit your resume and cover letter to the NICOA [job opportunities](#) page.

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## Behavior and Competencies

Specific behaviors and competencies that are essential to success for this position include but are not limited to:

- Positive attitude

- Relationship oriented
- Compassion and empathy
- Carefully manage and maintain confidentiality
- Detail-oriented
- Ethical and honest
- Stellar organizational skills
- Creative thinker; problem solver
- Strong initiative skills
- Analytical, organizational, verbal, and written communication skills
- Ability to communicate and work directly with diverse cultures and personalities
- Fearless with utilizing existing and emerging technologies
- Advanced user of Microsoft Office products

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## Organization Values

Specific organization values that represent the culture and/or environment at NICOA.

- Innovation
- Integrity
- Quality & excellence
- Accountability