Virginia Early Childhood Foundation®

Role Title: Technology Support Specialist

Role Status: Contractor role, average 20 hours/week
Location: In office at VECF offices in Richmond or Remote
Overseen by: VECF's Coordinated Enrollment Manager
Compensation: Commensurate with experience; hourly rate is anticipated to be $75/hour

Organization

The Virginia Early Childhood Foundation (VECF) is a statewide non-profit public-private partnership with the vision that every region in Virginia will ensure opportunities for all families with young children to thrive. Its mission is to serve as the non-partisan steward of Virginia's promise for early childhood success. In partnership with key state agencies, VECF supports the work of local communities and regions in strengthening their early childhood systems. The Foundation provides competitive grants and technical assistance to regional early childhood initiatives formed to build capacity and infrastructure in local communities for delivery of high-quality early childhood programs.

Contractor Role Overview

The Virginia Early Childhood Foundation (VECF) seeks a self-directed and technically skilled candidate for the contractor role of Technology Support Specialist (or "Specialist") to support regional partners in using the *Virginia Ready to Find Childcare Marketplace* platform. The Virginia Ready to Find Childcare Marketplace platform is an innovative IT SaaS strategy for:

1. Improving access to early childhood care and education (ECCE) programs for Virginia families and
2. Maximizing enrollments for ECCE programs

Working closely with VECF's Coordinated Enrollment (CE) Manager, the Specialist will act as an intermediary between the technology vendor (BridgeCare) and VECF grantees and partners who use the platform (Ready Regions staff and community partners), and will teach/guide grantees and partners to use the platform; create resources; develop training and other supports to support consistent, user-friendly experiences; and collaborate/ troubleshoot with BridgeCare to continuously improve and address challenges related to the platform itself.

Key Responsibilities

- Provide end-user support, training, and technical assistance to Ready Regions teams
- Work with BridgeCare to improve the platform and address issues/challenges
- Support the CE Manager in system reviews, process evaluation, tracking progress, etc.

- Prepare reports, meeting notes, and data visualizations to support partners and the CE Manager

Minimum Qualifications
- Minimum of 3 years of experience in designing and implementing training or resources which support user experiences with technology and/or in technology development
- Ability to prioritize, organize, and document data and system information for future reference
- Proficiency with cloud technology solutions
- Excellent verbal and written communication skills for varied audiences.
- Proficiency in Office Word, Excel, PowerPoint, Outlook.

Preferred Qualifications
- Familiarity with early care and education, particularly coordinated enrollment strategies
- Experience with the Virginia platform or other coordinated enrollment platforms
- Proficiency with SQL
- Experience with BI/visualization tools like Google Data Dashboards or Tableau

Physical Requirements and Work Environment
- Prolonged sitting and computer use, occasional walking or standing
- Occasional light lifting (up to 15 lbs)

Interested contractors should submit a resume, cover letter, and three professional references to Jobs@vecf.org by Friday, September 19th. Interviews may be scheduled on a rolling basis as applications are received and contractors are identified for potential fit.

VECF maintains a drug free workplace.

Last Updated: 08.28.2025