Job Description

Job Title:	Data and Technology Manager
Department:	Operations and Finance
Reports To:	Vice President of Operations and Finance
FLSA Status:	Exempt
Reviewed By:	Axiom HRS
Updated Date:	1/19
Approved By:	President/Executive Director
Approved Date:	1/19

JOB SUMMARY: The Data and Technology Manager ensures up-to-date, accurate, secure, and ample data and technology strategies, applications, and processes are implemented to fulfill and sustain the mission of Coburn Place. The Manager represents the core values and mission of the organization and is a member of the management team.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

1. Develops and implements, according to nonprofit industry informatics standards and practices:
   a. Data collection and analysis strategies, policies, and procedures approved by the Pres/ED.
   b. Technology tools acquisition, maintenance, integration and use strategies, policies, and procedures approved by the Pres/ED.
2. Ensures minimal disruption to operations by developing and implementing adequate data and technology support, security, and maintenance plans.
3. Provides troubleshooting, first-layer support, and liaisons to contracted technical support, to meet the needs of the organization including: software, hardware, server, all technology and data tools and applications, and client computer labs (on/offsite at main location or CP satellite locations).
4. Oversees, manages, maintains and monitors data input and storage of all CP databases/tools to ensure the accuracy and completeness of data entered and that the collection needs of the organization and grant reporting requirements are being met.
5. Keeps staff trained in data collection and data input along with associated CP policies and procedures on data collection, storage, and sharing.
6. Responsible for the maintenance, security, inventory, upkeep/upgrades/replacement of all data and technology related tools, applications, and equipment including, but not limited to, ClientTrack, Bloomerang, Volgistics, Constant Contact, Boardable, website, online giving tools, computers/laptops, phone system, internet, wifi, firewall, cyber security, mobile phones, security camera systems and how they interface with the phone and gate systems – any and all CP systems with a data- or technology-based core component. Ensures all technology tools and applications are backed up and protected. Maintains password lists and resets according to security plan.
7. Compiles timely and accurate data reports for grant submissions and reports, development/fundraising/communications purposes, community relations/engagement, partnership development, etc and at the request of the Pres/ED, Board of Directors or Executive Leadership team.

8. Serves as liaison to data and technology vendors (ie Gordon Flesch, ClientTrack, Bloomerang, Cyber Security insurance carrier, firewall monitor etc) to ensure cyber and data security and upkeep/upgrade of data and technology tools, applications, and processes.
9. Ensures donor records are accurately and timely maintained in Bloomerang. Manages and updates data in Bloomerang by creating new donor profiles, entering donor engagement records, ensuring donor contact info is accurately maintained, entering financial and in-kind donations in timely manner, training development staff to accurately enter interactions and assignments.
10. Compiles timely and accurate donor and donation reports and provides analyses (as requested) of trends and patterns for Development staff, Pres/ED, and Board.
11. Works with development/communications staff and Office Manager to ensure the timely, accurate, and seamless distribution of direct and electronic mail, newsletters, gratitude, stewardship, and/or solicitation materials according to segmentation designation for intended communications.
12. Represents Coburn on community and partner work groups and committees relative to data and technology (such as the Indy CoC HMIS work group and ICADV data monitoring group).
13. Identifies opportunities for volunteer, in-kind and financial resources and communicates these prospects to the Development dept and/or Executive Director.
14. Actively engages program volunteers by providing adequate supervision and job-related training. Maintains knowledge and awareness of volunteer policies and procedures.
15. Provides input in department and agency budget preparation regarding data and technology needs.
16. Monitors the security camera footage as directed by the Executive Director or executive leadership team.

SUPERVISORY RESPONSIBILITIES: This position supervises volunteers and interns as-needed.

QUALIFICATIONS: To perform this job successfully, an individual must be able to perform each essential duty according to the requirements of Coburn Place. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties and responsibilities.

COMPETENCIES:
Organization-related Competencies – To perform this job successfully, all employees of Coburn Place should demonstrate the following competencies;

Customer Service – Manages difficult or emotional customer situations; Responds promptly to customer needs; Solicits customer feedback to improve service; Responds to requests for service and assistance; Meets commitments.

Teamwork – Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of Coburn Place above own interests; Able to build morale and group commitments to goals and objectives; Supports everyone's efforts to succeed.

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Organizational Support – Follows policies and procedures; Completes administrative tasks correctly and on time; Supports Coburn Place's goals and values; Benefits Coburn Place through outside activities; Supports affirmative action and respects diversity.

Oral/Written Communication – Speaks clearly and persuasively in positive or negative situations; Lists and gets clarification; Responds well to questions; Demonstrates group presentation skills and participates in meetings; Writes clearly and informatively; Edits work for spelling and grammar; Varies writing style to meet needs; Presents numerical data effectively; Able to read and interpret written information.

Job-related Competencies – To perform this job successfully, employees should demonstrate the following competencies;

Analytical - Synthesizes complex or diverse information; Collects and researches data; Uses intuition and experience to complement data; Designs work flows and procedures.

Design - Generates creative solutions; Translates concepts and information into images; Uses feedback to modify designs; Applies design principles; Demonstrates attention to detail.

Strategy – Identifies technological opportunities as well as short and long-term challenges that may further or hinder the mission of Coburn Place. Maintains up-to-date knowledge of the latest technology options, security and best practices.

Judgment - Displays willingness to make decisions; Exhibits sound and accurate judgment; supports and explains reasoning for decisions; Includes appropriate people in decision-making process; Makes timely decisions.

Planning/Organizing - Prioritizes and plans work activities; Uses time efficiently; Plans for additional resources; Sets goals and objectives; Organizes or schedules other people and their tasks; Develops realistic action plans.

Dependability - Follows instructions, responds to management direction; Takes responsibility for own actions; Keeps commitments; Commits to long hours of work when necessary to reach goals. Completes tasks on time or notifies appropriate person with an alternate plan.

EDUCATION and/or EXPERIENCE: Bachelor's Degree (B.A./B.S.) in informatics, information technology, data analysis, business or other related field; and two plus year's related experience and/or training; or equivalent combination of education and experience is required. Previous information technology experience in a non-for-profit environment is required.

LANGUAGE SKILLS: Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.

MATHEMATICAL SKILLS: Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume. Ability to apply concepts of basic algebra and geometry.

REASONING ABILITY: Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

CERTIFICATES, LICENSES, REGISTRATIONS: A valid Indiana driver's license and a satisfactory MVR is required for this position. CPR and First Aid certification are required and training in bloodborne pathogens and universal precautions is required. A clear DCS history, and clear criminal and sex offender background checks is required. E-Verify is required.

OTHER SKILLS AND ABILITIES: Computer software skills required include: Database management, Microsoft Outlook, Word, Excel, PowerPoint, Publisher and Adobe. Ability to operate a printer, copy machine, scanner and other office equipment is required. Incumbent must have the ability to adapt and conform to shifting priorities and demands and execute accordingly. In addition, this position requires an understanding of information technology procedures and practices, translating and analyzing data, report writing, and graphics design, while paying close attention to detail and deadlines is essential.

OTHER QUALIFICATIONS: Candidates must have general knowledge of personal computers, network servers, internet and telephone communications and information equipment and applications.

PHYSICAL DEMANDS: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties and responsibilities.

While performing the duties of this job, the employee is regularly required to sit; use hands to finger, handle, or feel; reach with hands and arms; and talk or hear. The employee frequently will stand; walk; and lift and/or move up to 25 pounds. The employee occasionally will climb or balance; stoop, kneel, crouch or crawl; and taste or smell.

Specific vision abilities required by this job include close vision (clear vision at 20 inches or less), distance vision (clear vision at 20 feet or more), color vision (ability to identify and distinguish colors), peripheral vision (ability to observe an area that can be seen up and down or to the left and right while eyes are fixed on a given point), depth perception (three-dimensional vision, ability to judge distances and spatial relationships), and the ability to adjust focus (ability to adjust the eye to bring an object into sharp focus).

WORK ENVIRONMENT: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties and responsibilities.

While performing the duties of this job, the employee occasionally is exposed to working near moving

mechanical parts, the risk of electrical shock, fumes or airborne particles, toxic or caustic chemicals and outdoor weather conditions when traveling away from the office for meetings, seminars, etc. The noise level in the work environment is usually moderate.

This job description has been approved by all levels of management. Employee signature below constitutes employee's understanding of the requirements, essential functions and duties of the position.

SIGNATURES:

_____   _____
Incumbent's Signature   Incumbent's Printed Name

_____
Date

_____   _____
Executive Director's Signature   Executive Director's Printed Name

_____
Date