

**Community CFSA for Southern Arizona
Tucson, Arizona
JOB DESCRIPTION**

Position	Data and Systems Manager
FLSA Status	Exempt – Full Time
Reports To	VP of Operations
Organization Profile	CFSA was founded in 1980 and is a leading organization in Southern Arizona for effective philanthropy and the primary knowledge center and strategic resource for donors and the nonprofit community in the region.
Position Purpose & Overview	The Data and Systems Manager is responsible for management, ongoing maintenance of systems hardware and software, and related infrastructure, along with extracting and analyzing data for reporting purposes. This individual will participate in leading assessment of all our systems and lead improvement projects to improve CFSA’s ability to carry out its purpose and strategic objectives.
Duties & Responsibilities	<p><u>Data Management</u></p> <ul style="list-style-type: none"> • Responsible for identifying and managing the implementation of database and systems improvements. • Develop database and systems procedures to improve overall efficiencies. • Responsible for reviewing and managing all constituent data within the database for accuracy and data integrity. • Monitors and facilitates user access permissions and privileges for all systems and database. • Responsible for the management and maintenance of the Donor Portal. • Troubleshoot database issues and perform data cleanup. • Develop, with VP of Operations additional or new data collection systems. <p><u>Data Analysis and Reporting</u></p> <ul style="list-style-type: none"> • Works with senior staff and leadership to create and refine metrics and key performance indicator reports and dashboards, for ongoing use. Build out ad-hoc reports as requested. • Responsible for timely data entry including, but not limited to, entering, and updating New Funds, Donors, Prospects, Trustees, Committees, etc. within the database. • Generates reports and lists necessary for donor mailings and donor stewardship. • Responsible for processing returned mail and other constituent updates and corrections • Responds appropriately and quickly to related staff and donor concerns. <p><u>Operations and IT:</u></p> <ul style="list-style-type: none"> • Continuously analyze current process, technologies, and vendors to identify areas of improvement. • Prepare cost benefits analysis reports when upgrades are necessary, continuously analyzing vendors to ensure they offer the best possible service and value for company needs. • Ensure network components meet needs and work together seamlessly using the full range of capabilities, and stay informed about new features and competitive solutions. • Maintain, develop, and upgrade as necessary CFSA and CF Campus IT, VOIP and AV systems, including computers, tv’s, servers and other infrastructure. • Manage CFSA vendor contracts for office operations including the bidding process(es), tracking cancellations, vendor evaluations and contract renewals.

	<ul style="list-style-type: none"> • Manage all third-party database, IT, phone, software and website vendors. Including but not limited to Bromelkamp (Community Pearl), RenPSG (DonorFirst), Creative Slice (Website Developer), and Nextrio (IT Support). • Work with VP of Operations and CFO on an annual IT budget and yearly IT initiatives. <p><u>Training:</u></p> <ul style="list-style-type: none"> • Develop IT and Database documentation and training materials for staff as well as providing user training and ongoing user support for CFSA's database and systems. • Establish data entry guidelines for all internal and external database users. • Manage strategic database updates to assist with ongoing projects across all departments. • Provide training for IT system best practices. • Troubleshoot direct technology, equipment, and database issues for staff and donor users. Determine when IT and data support issues should be escalated to third party vendors. • Other duties as assigned.
Qualifications	<ul style="list-style-type: none"> • Minimum 5 years direct experience with maintaining and configuring database systems/software and providing technical assistance for network servers. • Experience documenting and maintaining configuration and process information. • Strong knowledge in the Windows OS and Server operating systems, core desktop/server applications and configurations, Office365, Networking, VoIP, and Audio and Video Conferencing. • Experience with extracting data to create metrics reports. • Must possess strong organizational skills and handle multiple tasks efficiently. Must be detail-oriented and able to prioritize and balance a range of responsibilities. • Good communication and interpersonal skills with technical and nontechnical audiences are required; working independently and with others across the office is an essential function of this position. • Excellent organizational and time management skills, including the ability to prioritize tasks. • Office administration practices and procedures. • Principles and practices of sound business communication; strong spelling, grammar and punctuation. • Must project a professional image at all times in person and on the phones to internal and external constituents. • Ability to maintain confidentiality. • Excellent oral, written and listening skills; correct English usage, including spelling, grammar and punctuation • Commitment to creating an inclusive atmosphere where differences are understood, valued and respected; an understanding and appreciation of the diversity found within southern Arizona including the ability to work with all individuals regardless of race, color, gender, sexual orientation, sexual identity, age, religion, marital status, disability, national origin and military status.
Ancillary/Preferred Skills	<ul style="list-style-type: none"> • Nonprofit database management experience • Basic Accounting Experience • Bilingual
General	<p>The above statements are intended to describe the general nature and level of work being performed by an employee assigned to this job. This is not intended to be an exhaustive list of all responsibilities, duties and skills required of personnel incumbent in this position.</p>

Americans with Disability Specifications	<p><u>Physical Demands</u> 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 functions.</p> <p>While performing the duties of this job, the employee is occasionally required to stand; walk; sit; use hands to finger, handle, or feel objects, tools or controls; reach with hands and arms; balance; stoop, kneel, crouch or crawl; talk or hear; taste or smell. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by the job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.</p> <p><u>Work Environment</u> Work environment characteristics 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 functions.</p> <p>While performing the duties of this job, the employee is usually not exposed to weather conditions prevalent at the time.</p> <p>The noise level in the work environment is usually moderate.</p>
Compensation	To be determined based on qualifications and experience.
At Will Relationship	This document does not create an employment contract, implied or otherwise, other than an “at will” relationship which means that either you or CFSA may terminate the relationship at any time, with or without notice, and with or without cause.
Last Updated	February 15, 2021

I have read and understand this explanation and job description and have received a copy for my records.

Name, Signature, Date