Job Description
INFORMATION TECHNOLOGY MANAGER
Operations

(DEADLINE TO APPLY: AUGUST 8, 2025 AT 5PM)

About Us
United Women in Faith – National Organization (UWFaith) is the policy-making body that manages and oversees the programs and projects of United Women in Faith. UWFaith builds supportive communities among women and engages in activities that foster growth in the Christian faith, mission education, and Christian social involvement. United Women in Faith is an Equal Opportunity Employer and actively encourages candidates of diverse backgrounds (men and women) to apply for employment. Applicants must meet the minimum requirements in terms of qualifications. An equivalent combination of education and experience will be considered unless specifically stated otherwise. For more information on UWFaith go to www.uwfaith.org.

Summary of Responsibilities
The IT Manager serves as the database administrator of the CRM and other data intensive systems used throughout the organization, managing set up, accounts, imports, updates and upgrades independently. The Manager provides direct support to staff for hardware and software related issues and requests. The Manager supports the Director of Information Technology in reviewing the current tech stack, planning enhancements, new implementations, and the addition of different services. The IT Manager will produce routine and special statistical reports from the CRM, other sources, and surveys. The IT manager is responsible for invoice payment procedures for contracted IT services and software. This Full-time non-exempt position is remote.

Essential Job Functions (other related duties may be assigned)

CRM Database Administration & Data Management
- Administers, maintains, and develops policies and procedures for ensuring the security and integrity of organizational databases, with primary focus on the Blackbaud systems: Raiser's Edge, Financial Edge, Grantmaking and Mailchimp.
- Oversees day-to-day database integrity and completeness through periodic data audits, duplicate record identification and elimination, inactive record archiving, and user security settings management.
- Establishes and promotes database guidelines, best practices, and standards while working with database software to optimize data storage, organization, and management.
- Ensures data completeness and accuracy across all systems, working cross-functionally with departments to maintain compliance with established data entry standards.
- Participates in disaster recovery planning for applications and databases, including management of system backups and restoration procedures.

Statistical Reporting & Data Analysis

- Develops and produces accurate and timely reports and data retrievals for staff across all departments
- Serves as primary point person for managing custom reporting requests and complex data analysis projects
- Provides technical expertise in data visualization and statistical analysis to support organizational decision-making

Technical Support & Service Management

- Provides comprehensive in-house technical support to staff with hardware and software-related issues.
- Identifies, researches, and resolves technical problems, coordinating with outside vendors and technical support as needed.
- Documents, tracks, and monitors service tickets to ensure timely resolution and maintains detailed problem resolution records.
- Trains staff on standard procedures for software applications and databases.

Collaboration & Cross-Functional Support

- Hosts internal all-staff Zoom meetings monthly.
- Participates in cross-functional project or standing teams as assigned.
- Educates staff on changes and best practices for database and application usage.
- Stands in for Director of Information Technology when she is absent.

Financial & Procurement Coordination

- Coordinates with Accounts Payable in Finance department to process invoice payments for IT-related software, hardware, and services.

<u>Supervisory Responsibility:</u>   The Information Technology Manager has no supervising responsibility.

<u>Special Consideration</u>
This position requires contact on a regular basis with individuals and groups which are not part of the church's official structure. This work has an integrity which United Women in Faith respects as part of its work. In all areas of United Women in Faith's ministry, confidentiality in relationships must be respected.

<u>Team Participation</u>
This position may be required to participate on special projects and/or events planning team. Participation in these circumstances is factored into the overall evaluation of performance.

<u>Qualifications</u>
The IT Manager should hold a bachelor's degree in information science, computer science, management information systems (MIS) or a similar field with 3(+) years' professional training and/or certification in advanced use of relational databases, CRM, data analytics and Microsoft administration.

Skills/Experience

- Patience
- Independent work habits
- Ability to make sound judgements and know when to involve colleagues, teammates and the IT Director
- Willingness to learn new software, procedures and terminology particular to the organization
- Database administration for a CRM, Blackbaud Raiser's Edge preferred
- Competent with SQL, especially table structures and queries
- Basic Microsoft Windows administration
- Competent with Microsoft office products including PowerPoint and Power BI
- Previous remote work or school experience
- Project Management certification or experience preferred
- Nonprofit experience preferred
- Proficiency in spoken and written English

Performance Measurement

Specific measures of satisfactory performance, both objective and subjective, will be developed in consultation with the Human Resources Director, the Operations Officer & direct supervisor and in harmony with United Women in Faith's mission, cultural principles, and annual leadership priorities. This document will be the primary basis of future performance reviews and continuance in the role of the position.

Salary

$65,500 - $71,000 Annually

Benefits

UWFaith offers a very generous benefit plan including health, dental and vision, life, LTD, STD, EAP, paid holidays and a 8% retirement plan contribution and employer matching contributions. Generous time off benefits including August Fridays and Christmas Week.

To Apply by August 8, 20205 at 5pm

Send cover letter/resume to mclemons@uwfaith.org with {IT MANAGER: Your name} in the subject line.