

TITLE: Data Systems Associate

FLSA STATUS: Exempt

POSITION REPORTS TO: Data Systems Manager

SCOPE OF POSITION: The Data Systems Associate will serve multiple responsibilities in the organization to support the system end-user community by being responsible for comprehensive understanding, implementation, upkeep, and maintenance of CICF's database software, systems and reporting. The primary focus is in support of reporting and analytics for the Foundations' online digital platform.

This position will support the organization by maintaining and providing accurate and reliable data as well as creating reports. The role provides a major opportunity for a motivated professional to help build the organization's successful use of Salesforce, Salesforce Marketing Cloud and Journey Builder impacting the effectiveness of our mission.

This position ensures the Foundation's reporting and database systems produce timely, reliable and easily accessible reports. In addition, it ensures database functionality to facilitate the decision-making capabilities of users across departments, in line with the strategic objectives of the Foundation.

This successful candidate must have strong prioritization and execution skills to deliver results among many competing priorities and will report to the Data Systems Manager. This is a position of importance due to the impact on the Foundation's effectiveness, as well as access to confidential information and plans related to the operation of the Foundation. The position requires maintaining high standards of ethics and confidentiality.

JOB FUNCTIONS: The following functions have been determined by the foundation to be essential to the successful performance of this position.

1. Maintain organizational data and perform continuous data management improvement.
2. Develop and streamline internal processes for ongoing data management and accuracy.
3. Maintain organizational data systems architecture and their interdependencies.
4. Administration of Salesforce, Salesforce Marketing Cloud and Journey Builder.
5. Collaborate with Marketing and Communications to use Journey Builder to manage automated messaging for event communication and maintain event calendar.
6. Collaborate with Marketing and Communications to use Journey Builder to create automated messaging for ongoing stewardship and for inactive accounts within the Foundations' online digital platform.
7. Coordinate event management data tracking utilizing Salesforce Campaigns.
8. Develop and generate regular reports of users' demographics, activity, etc., to measure success within the Foundations' online digital platform.
9. Lead and Moderate replies for user comments on content within the Foundations' online digital platform.

10. Monitor progress and movement of users within the Foundations' online digital platform to identify strategic opportunities to further establish relationship.
11. Provide technical support to user groups on the Foundations' online digital platform (companies, churches, neighborhoods, etc.).
12. Serve as Data Associate for the Foundations' online digital platform user support with timely technical support solutions.
13. All other duties as assigned.

JOB QUALIFICATIONS AND REQUIREMENTS: The following are the qualifications and minimum requirements necessary for a person to perform this job.

1. Ability to perform the essential functions of the position.
2. Minimum of three (3) years' experience in information systems or a related field required; not-for-profit or public sector preferred. Bachelor's degree in information systems or related field also preferred.
3. Willingness to build knowledge about opportunity, equity and inclusion issues, and how they intersect with race, and advance these core values through your work.
4. Ability to effectively interact and communicate with others in an appropriate manner. This includes excellent verbal and written communication skills and the ability to discuss and present multiple concepts with others.
5. Strong organizational, time management and workload prioritizing skills.
6. Ability to work collaboratively as part of a team and independently with little supervision.
7. Proficiency with Adobe Software and knowledge of basic website Content Management Systems (WordPress preferred). Experience working with Salesforce and Google Analytics is strongly preferred.
8. Ability to work evenings and weekends as necessary.
9. Ability to travel between multiple office locations and attend off-site events, such as community events and meetings.

WORKING CONDITIONS: Open office environment.

MISSION: Our mission is to mobilize people, ideas and investments to make this a community where all individuals have equitable opportunity to reach their full potential – no matter place, race or identity.

Like all members of Foundation staff, this professional must be committed to working through the lens of our mission, learning how systemic racism and other biases marginalize Central Indiana residents and actively working to dismantle unfair systems both internally and in the community. Every staff member believes it is an honor and a privilege to serve the Central Indiana community as temporary stewards of our community's charitable assets. Candidates should have values, interests and a work style that are compatible with this philosophy.

APPLY: Interested persons should submit a detailed cover letter and resume (preferably in PDF format) via our website: [CLICK HERE](#). Posting will remain open until position is filled.