



United Way of
the Piedmont

Job Title: Data/Technology Manager
Department: Finance & Admin
Reports to: COO/VP—Finance & Admin

FLSA Status: Exempt
Core Hours: Monday – Friday; 8am-5pm
Revised: April 3, 2019

SUMMARY

The Data/Technology Manager (DTM) supports and implements the strategic vision of United Way of the Piedmont (UWP) in its use of information systems and business processes. Working closely with the COO/VP and other senior management, the DTM provides significant support in the effective capture, processing, reporting, and security of data across the UWP enterprise and the execution of related data/technology strategies. The DTM also assists in the selection, use, and maintenance of IT hardware. This position is very interactive, working with all members of the UWP staff and with numerous outside parties—including donors, volunteers, and board members. The DTM role is one of high integrity, accountability, excellent communications, and teamwork. While the position reports to the COO/VP, initially as part of the Finance & Admin department, the DTM supports multiple functions and departments within UWP—with special emphasis on Resource Development, Marketing, and Engagement. As a cornerstone in UWP’s plans to build future in-house data/technology capabilities, this position requires a hybrid mix of technical/hands-on and managerial/influencing skills.

ESSENTIAL DUTIES and RESPONSIBILITIES

- Serve as StratusLIVE (SL) and CRM user expert, staying abreast of emerging developments, customizing applications to fit UWP needs, and coaching and assisting other SL users at UWP.
- Serve as manager and/or user expert in SQL to build and maintain capabilities to effectively import, edit, and export data across UWP software applications.
- Serve as user expert in Microsoft applications software applications (especially Excel and Access), and coaching and assisting other employees at UWP
- Stay abreast of virtual office and cloud-based services as provided by outside vendors.
- Acquire knowledge of the data requirements and reporting capabilities of our MIP accounting software.
- Provide hands-on technology solutions for Resource Development, Marketing, and Engagement initiatives—including online workplace campaigns, leadership donor data, marketing/donor segmentation, social media applications, etc.
- Provide data support to Community Impact in grant management and CharityTracker applications, and to UWP’s Gifts-In-Kind Center (GIKC) in managing logistics, volunteers, and shopping members.
- Work with COO/VP and senior staff in developing business intelligence (BI) capabilities and reports.
- Advise and assist COO/VP in managing IT hardware decisions, help desk requests, and service vendors.
- Assist COO/VP in managing important relationships with data/technology vendors—including SL, Upic Solutions, JMT/Abila/MIP, ITS Upstate, Northstar DS, and others.



United Way of
the Piedmont

- Assist COO/VP and senior staff in implementing UWP's strategic plans—including strengthening donor/volunteer relationships, developing electronic marketing capabilities, building out our IT infrastructure, and charting UWP's long-range plans for electronic donor/campaign systems.

ESSENTIAL SKILLS and EXPERIENCE

- Bachelor's degree desirable, preferably in IT, computer science, or related technical field—or Associate's degree with commensurate experience.
- Minimum of 4 years of data analytics/management or related work experience.
- Proven competency in some or all of these programming languages and applications: CRM, SQL, StratusLIVE, BI software, MS Office Suite.
- Experience working in a United Way, fund-raising, or not-for-profit enterprise.
- Demonstrate:
 - Strong analytical and problem-solving skills.
 - Strong interpersonal skills with ability to work independently or with others as a team.
 - Ability to persuade or influence others in favor of a service, point of view, or course of action.
 - Strong ethical standards, reliability, accountability, excellence, positive attitude, and confidentiality.
 - Excellent customer service skills:
 - Excellent attention to detail and sense of urgency, ability to prioritize with an emphasis on quality and accuracy of work.
 - Ability to multi-task, prioritize and deal with interruptions while meeting timely deadlines.
 - Ability to change course of action due to shifts in work demands.
 - Flexibility in working hours when needed.

PHYSICAL DEMANDS and WORK ENVIRONMENT

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.

- While performing the duties of this job, the employee is regularly required to stand, sit, talk, hear, and use hands and fingers to operate a computer and telephone. The employee is frequently required to reach, stoop or kneel. Specific vision abilities required by this job include close vision, distance and color vision due to computer work. May be required to lift, push, or pull up to 25 pounds occasionally.
- The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. There is moderate noise associated with a business office including telephones, computer keyboards, printers, office traffic and visitors. The work environment requires the individual to have the ability to work in a confined space and sit at a computer terminal or in conference rooms.

United Way of the Piedmont is an Equal Opportunity Employer and Employer of National Service. AmeriCorps, Peace Corps, and other National Service alumni are encouraged to apply.



United Way of
the Piedmont

To apply, please email cover letter and resume to recruiters@fgptech.com.