

Staff Position Description

Title: Business Systems and Technology Manager

Starting Salary Range: The starting salary range for this position will be in the \$101,357 – 117,433 range, depending on experience, education, and skills relevant to the position. Please note that the indicated starting salary range describes the range for an incumbent in this position. Most new staff generally start at the beginning of the range percentile to ensure internal salary equity.

Location: Fully Remote

Status: Full-Time, Exempt

Benefit Eligible: Health, Vision, Dental, Long-Term Disability, Retirement, Paid Time Off *per Personnel Policies*

Reports to: Chief Operations Officer

Organizational Summary:

Conservation Legacy is a nationwide non-profit. The Corps programs within the organization engage participants in diverse conservation and community projects that serve public and private lands. These projects provide opportunities for personal and professional development and strive toward a high priority of needs for public land managers and community partners. Through the mission of engaging future leaders who protect, restore, and enhance our nation's lands through community-based service; Conservation Legacy works toward a world with healthy lands, air, and water; thriving people and resilient communities.

Position Summary:

The Business Systems and Technology Manager is responsible for the oversight and strategic direction of Conservation Legacy's systems and technology to fulfill programmatic needs. This role will lead the development, management, and integration of all systems to reduce duplication, ensure compliance, and create value for internal and external users. The role requires a combination of technical expertise, business analysis, project management skills, and the ability to collaborate and effectively communicate with staff in different departments across the organization.

Conservation Legacy utilizes Salesforce as a primary database system. As such, the ideal candidate will have direct knowledge and experience managing a customized Salesforce instance. This position will guide the continued development and adoption of the Salesforce platform. Review and analysis of other systems for functions such as human resources, onboarding, recruitment, and finance is needed. These systems either need to be replaced or integrated with Salesforce as part of a larger technology transformation. The organization also hopes to establish and implement donor management and fundraising processes within Salesforce.

This position will supervise other technology positions at Conservation Legacy and provide strategy and direction for the technology team.

Outcomes & Functions of Position:

Business Strategies & Analysis

- Collaborate with teams across Conservation Legacy to assess business processes, understand project objectives, negotiate scope, develop effective strategies, and identify change management challenges and opportunities.
- Monitor, refine, and drive the organization's long-term technology plan.
- Keep technology policies and organizational use standards up to date with modern trends and in line with organizational goals.
- Translate technical specifications and needs into clear non-technical requirements.
- Lead efforts to ensure high functioning analytics and reporting tools are readily available and usable for all users.
- Continuous review of processes and systems to proactively recommend improvements.
- Solicit, engage, and manage consultants to help with the development of new systems or advanced system functionality.
- Research and stay up to date on current technologies.
- Manage base budget for IT and business systems and related project costs.
- Identify and implement best practices for scalability, ease of maintenance, and system performance.

Technology, Systems Operations, and Data Management

- Lead the design, development, testing, and change management of technology projects to ensure achievement of business objectives.
- Oversee cybersecurity needs and 3rd party technology relationships
- Manage the intake and response of reported issues or enhancement requests and developing effective resolutions.
- Develop and manage processes that ensure data integrity and record retention across the organization.
- Strategize methods and implement trainings for increased user adoption of systems.
- Oversee the connectivity of systems and increase opportunities for consistency, efficiency, efficacy, and automation.
- Drive the optimization all Conservation Legacy systems to the benefit of users.
- Serve as an additional system administrator and provide additional technical support to the organization.
- Oversee general IT support and administration, hardware and software procurement, and IT process and procedure management.

Supervision

- Oversee other technology positions at Conservation Legacy, which includes an IT Technician and a Salesforce Administrator.
- Provide leadership, mentorship, and support to the technology team.

Organizational Advocacy

- Successfully engage, lead, and support an inclusive work environment for those of underrepresented populations within the organization and the communities we serve.
- Lead and/or participate in organizational-wide teams, projects and initiatives that support the work of the Strategic Plans goals.
- Report any potential complaints within the organization as identified in the Personnel Policy Manual.
- Assist or lead other responsibilities, as assigned.

Physical Requirements:

Conservation Legacy is committed to the full inclusion of all qualified individuals and will ensure that persons with disabilities are provided reasonable accommodations to perform essential job functions. Some positions may require periodic overnight travel, non-traditional work hours, ability to move across varied terrain, use program-specific tools and a range of technology on an infrequent or frequent basis. Exerting up to 25 pounds of force occasionally to lift, carry, push, pull, or otherwise move objects. Ability to safely drive an organizational vehicle may also be required for some positions. If you need assistance and/or a reasonable accommodation due to a disability during application or recruiting process, please send a request to the hiring manager.

Preferred Qualifications:

- Strong understanding of Salesforce architecture, functionality, and configuration, specifically Nonprofit Success Pack (NPSP); Salesforce Certification(s) preferred.
- Competence in APIs and software integration.
- Knowledge of HRIS Systems, Blackbaud Financial Edge, and Fundraising and Donor Management in Salesforce is a plus.
- Expertise in business intelligence tools such as Power BI.
- Experience using form apps and their integration, such as FormAssembly.

Required Qualifications:

- Bachelor's Degree in IT, Computer Science, Information Systems and 7 years of experience OR 10+ years of experience in related field.
- A track record of successful system implementation and integration.
- Excellent analytical, critical thinking, and collaboration skills with the ability to understand and apply complex and diverse business system needs and requirements across teams and with non-technical collaborators.
- Proven project management and change management skills and experience.
- Demonstrated expertise in leadership and a talent for coaching, mentoring, directing, and evaluating team members.
- Exceptional written and verbal communication abilities, as well as strong presentation skills.
- Proficiency in Microsoft 365 programs and applications.

- Ability to successfully work in a fluid, changing work environment.
- Ability to keep others and oneself, in remote locations, accountable to expectations.
- Valid Driver's License and Insurable Driving Record per Personnel Policies.
- Must be able to pass the organization's criminal history check requirements.
- Exhibits the ability to effectively collaborate with diverse teams or with a variety of populations, including those underrepresented at our organization and those of BIPOC communities.

To Apply:

1. Send Cover letter and resume to Vanessa Morrison at vmorrison@conservationlegacy.org

2. Cover Letter Must Include:

Subject line includes "Applicant_(Your Name)".

Cover Letter must include a response to the following: *Provide some examples of your experience effectively working with diverse communities, including those specific to Black, Indigenous, People of Color, and other underrepresented populations, in personal or professional context.*

Conservation Legacy is an equal opportunity employer. We are committed to hiring a breadth of diverse professionals and encourage members of diverse groups to apply. This program is available to all, without regard to race, color, national origin, gender, age, religion, sexual orientation, disability, gender identity or expression, political affiliation, marital or parental status, genetic information, and military service. Where a significant portion of the population eligible to be served needs services or information in a language other than English, the recipient shall take reasonable steps to provide written material of the type ordinarily available to the public in appropriate languages.

We also consider qualified applicants regardless of criminal histories, consistent with legal requirements. If you need assistance and/or a reasonable accommodation due to a disability during application or recruiting process, please send a request to the hiring manager.