

Staff Position Description

MISSION: FOSTERING CONSERVATION SERVICE IN SUPPORT OF COMMUNITIES AND ECOSYSTEMS

VISION: A LEGACY OF HEALTHY LANDS, AIR AND WATER; THRIVING PEOPLE AND RESILIENT COMMUNITIES

Title: Business & Technology Systems Manager

Date: October 18, 2021

Reports to: Chief Operating Officer

Starting Salary: Grade D, minimum starting salary is \$75,000

Location: Full-time Remote, with option to work in one of Conservation Legacy's offices

Status: *Regular, Full-Time, Exempt*

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

Program Summary:

Conservation Legacy is a nationwide non-profit. The organization's programs engage participants on diverse conservation and community service projects. These projects provide opportunities for personal and professional development and meet the high priority needs of public land managers and community partners. Through the mission of fostering conservation service in support of communities and ecosystems, Conservation Legacy works toward a legacy of healthy lands, air and water; thriving people and resilient communities.

Position Summary:

The Business Systems Director is responsible for leading Conservation Legacy's network of systems and technology to fulfill programmatic needs effectively and efficiently. The Manager will be responsible for overseeing the development and management of all systems in a strategic manner that reduces duplication, ensures compliance, and creates value for internal and external users. The position will work closely and collaboratively with staff across the organization. Conservation Legacy adopted Salesforce as a primary system in 2021, The ideal candidate will have direct knowledge and experience managing highly customized salesforce instances, a passion for problem solving, and enthusiasm to exceed the expectations of users.

This position will oversee the IT Support Coordinator and the Salesforce Administrator positions of the central office at Conservation Legacy. Though this position will not have formal input on the strategic direction or daily operation of the organization, it will drive operations occurring within the offices/positions being overseen.

Essential Responsibilities and Functions:

Systems Oversight and Strategy

- Collaborate with teams across Conservation Legacy to understand their process flows and assess their needs to determine how best to align existing and new systems to support their work. Drive the design, development, testing and delivery of new technologies to ensure achievement of business objectives.
- Monitor and refine the organization's sustainability plan for technology and systems.
- Translates technical specifications and needs into clear non-technical requirements
- Identify and implement best practices for scalability, supportability, ease of maintenance and system performance

Systems Management

- Lead efforts to ensure high functioning analytics and reporting tools are readily available and usable for all users.
- Continually manage and optimize all systems including Salesforce and Microsoft Office 365 to the benefit of users
- Lead and manage the connectivity of systems to increase opportunities for consistency, efficiency, efficacy and automation where possible
- Lead training and education for new systems organization wide
- Develop and manage processes that ensure data integrity and record retention Manage the intake of reported issues or enhancement requests, identifying technical root cause, and developing effective resolutions.

Systems Development

- Identify needs and opportunities for the development of new functionality within current systems
- Lead the development of new capabilities and applications within Salesforce
- Continuous review of processes and systems to proactively recommend improvements Solicit, engage, and manage consultants to help with the development of new systems or system functionality
- Research and stay up to date on current technologies in order to make the best recommendations possible
- Work with/manage consultants to optimize, streamline, and integrate various systems and software to ensure that they are working efficiently and effectively to maximize productivity and improve work processes.

Other Duties

- Manages base budget for IT and business systems along with extra project costs
- Successfully engages, leads and supports an inclusive work environment for those of underrepresented populations within the organization and the communities we serve.
- Leads and/or participates in organizational-wide teams, projects and initiatives that support the work of the Strategic Plans goals.

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 and physical ability to walk, climb, balance, stoop, kneel, crouch or use tools/equipment on an infrequent or frequent basis. Ability to safely drive an organizational vehicle may also be required for some positions. Disclosure of needs are encouraged to be made upon job offer and throughout employment at Conservation Legacy.

Minimum Qualifications:

- Exhibits the ability to effectively work on diverse teams or with a variety of populations, including those underrepresented at our organization and those of BIPOC communities.
- Minimum 5 years of experience with business systems, ideally with non-profits.
- Ability to develop strategy and support information technology needs.
- Flexibility, adaptability and capacity to work in a fluid, changing work environment.
- The ability to carry out assigned work independently or with minimal supervision.
- The ability to communicate effectively, manage complexity cultivate innovation, drive and influence results of oneself and others.
- Excellent analytical and data analysis skills
- Ability to work well with others and to seek assistance when needed to carry out assignments.
- Proven project management skills
- Familiarity with Salesforce, Microsoft Office programs, and applications.
- Ability to keep others, in remote locations, accountable to expectations.
- Valid Driver's License and Insurable Driving Record
- Must be able to pass the organization's criminal history check requirements.
- Desire to work in a diverse environment for a mission driven non-profit organization

Preferred Qualifications:

- Bachelor's degree in IT, Computer Science, Information Systems or 10 years of related experience.
- Experience working with non-profits and/or field-based programs
- Experience in system implementation and integration

To Apply:

- Send Cover letter and resume to Jennifer Erikson at jerickson@conservationlegacy.org. Subject line in this email must include the word "Applicant". Applications will be accepted at any point until the position is closed. The anticipated start date for this position is early November 2021.
- **Cover Letter must include a response to the following question:** *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. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, age, national origin, protected veteran status, disability status, sexual orientation, gender identity or expression, marital status, genetic information, or any other characteristic protected by law.