

DATA AND TECHNOLOGY MANAGER

Under the general direction of the Chief Operating Officer, the Data and Technology Manager will be responsible for Information Technology and Database management. This position is responsible for developing and enforcing technical principles, policies and procedures to ensure compliance and maximization of resources. This position supervises the Business Analyst. This position will primarily be stationed at the Northwest office but will be expected to work at other ICS offices as needed.

All positions at ICS are expected to interact with participants, volunteers, and staff in a professional manner, reflecting ICS's Core Values Respect, Integrity, Compassion, Collaboration, and Innovation. Volunteers and donors are integral to successful mission-delivery of ICS services. Employees are expected to interact with all volunteers and donors in a manner consistent with ICS core values.

Duties and Responsibilities:

Information and Technology Management

- Oversee the Information Technology function by providing oversight, direction and coordination related to organization-wide technology planning and utilization, to include integration of information systems, voice and data networks and telecommunications.
- Align and prioritize IT goals and projects with organizational objectives and strategies.
- Ensure a secure and quality IT infrastructure for the effective delivery of IT services across the organization without interruptions.
- Oversee the administrative property management functions, to include, but not limited to, asset management, procurement, regulatory compliance, and quality assurance.
- Create and provide training materials pertaining to IT usage and troubleshooting
- Assess system performance and make recommendations for software, hardware, and data storage improvements.
- Communicate, train, and set up of the remote office IT Leads for success

Data Management & Analysis

- Develops standards to measure and evaluate programmatic and operational performance and report results to senior management.
- Work with key departmental staff to develop and implement quality measurement/evaluation of services in all areas of responsibility. Set performance expectations and evaluate results for areas of responsibility in a regular systematic manner
- Regularly monitor and evaluate information and data systems for quality and completeness that affect analytical results.
- Assist in configuring the ETO software to maximize usefulness of data for the organization and ease of use for those entering data.

- Provide guidance and assistance in the development of systems and protocols to intersect output, quality, and outcome data in support of reporting, continuous improvement efforts, and tracking progress toward ICS outcome and program goals
- Identify and develop training on the overall data management process as well as ensure proper training for data input and management process.

Knowledge, Skills, and Abilities:

- Ability to decipher and organize large amounts of data, analytical mindset with superb communication and problem-solving skills, ability to translate complex problems clearly and in nontechnical terms.
- Strong organizational skills, attention to detail, ability to multi-task, and flexibility to contribute to a team environment.
- Ability to work independently, meet deadlines, and have a proven aptitude for accuracy and detail.
- Ability to work with people of widely varied ages, ethnic, and cultural backgrounds.
- Ability to maintain accurate records and confidentiality
- Ability to write meaningful surveys and analysis of the results
- Awareness of and sensitivity to the diverse needs of our staff, clients, volunteers, interfaith activities, faith community partners and the community-at-large

Preferred Qualifications:

- Bachelor's Degree with minimum three (3) years of relevant experience preferred
- Extensive computer and technological skills necessary to be comfortable with many forms of technology, learn new systems quickly, understand the agency database, use Microsoft Office applications, train staff on computer data tracking systems, pull reports from tracking systems, and make necessary modifications.
- Advanced proficiency in Microsoft Excel, including data analytics and macros
- Experience using Social Solutions Efforts to Outcomes (ETO) software, including Business Objects Reporting, is preferred or ability to complete administrator and results training for the Efforts to Outcomes (ETO) agency database system
- Experience SQL database reporting preferred
- Ability to obtain and maintain an Arizona Level 1 fingerprint clearance, Arizona driver's license, reliable transportation, clean driving record and current auto insurance. (required)

Reports To: Chief Operating Officer

Supervises: Business Analyst

Work Schedule: Full Time, Monday through Friday, 40 hours per week

FLSA exemption status: Exempt

Compensation: Depending on qualifications and experience. Benefits provided include group health insurance, Retirement Plan, Paid Life Insurance, generous Paid Time Off, and paid holidays.

Send resume, salary requirements and three professional references to: recruiting@icstucson.org. This position will remain open until filled, however, we will conduct first reviews of applications starting Friday, December 9, 2022.