

**National Headquarters  
POSITION DESCRIPTION  
September 2017**

**Position Title:           Manager, Systems and Information Technology**

**Reports To:   Vice President of Development and Marketing**

**Purpose:** The purpose of this position is to manage the operations, relationships, functionality and all processes related to the American Parkinson Disease Association's (APDA) use of technology resulting in sufficient revenue generation and brand awareness to support APDA's goals and objectives and finally, its mission.

Particular attention to the interactions necessary for peak functioning and collaborations among APDA staff, external vendors, APDA Chapters, and the APDA databases and web partner teams.

Expand and enhance the overall APDA technical functionality, maintenance and effectiveness of its systems including hardware, CRM database, online presence, email marketing, user support and training. Explore new technologies and innovative ideas for harnessing existing fundraising opportunities with a focus on process improvements and efficient operations.

**PRIMARY RESPONSIBILITIES**

**Project Management, Business and Systems Development:**

- Research, evaluate, recommend, and implement new technologies on all platforms – hardware, software and Cloud applications to support fundraising campaigns, increase ease of use for end users, grow user satisfaction, constituent retention or any element that will positively influence organizational results.
- Provide leadership and management of multiple projects with aggressive schedules simultaneously and manage priorities against competing business needs.
- Identify appropriate stakeholders and work with business/process owner to define goals, requirements, scope and budget according to APDA needs.
- Provide leadership and oversight of development, architecture and testing strategies and manage communications between internal and external developers and vendors.
- Supervise software upgrades, enhancements, migrations and new product releases from QA to production. Assess impact and risk and proactively communicate to relevant parties any potential issues. Trouble-shoot problems that arise from upgrades.

- Identify source and impact of system issues and work with vendors to resolve quickly and effectively to minimize business impact and risk of reoccurrence.
- Communicate with affected staff and management throughout any periods of downtime to maintain visibility of expected resolution time and impact to key business processes.
- Provide oversight of Help Desk system to maintain overall customer satisfaction and manage protocol for escalation.

### **CRM Database Management:**

Responsible for managing CRM data environment, performing data synchronizations and suggesting process improvements. Provide technical support to end-users of the CRM database, and online donation processing application, and peer networks. Manage the technology from hardware, software and networking perspective.

Specifically, responsible for the following functions:

- Managing security/permissions settings
- Delivering training to other users on basic functions and rules
- Maintaining knowledge of updates and changes from CRM
- Evaluating potential new features
- Scheduling and performing routine data maintenance tasks
- Maintaining advanced knowledge and understanding of systems

### **Web and Online Management:**

- Responsible for the functionality and back-end of APDA family of websites and social media platforms. Manage integration of all parties including all relevant staff, vendors and providers to insure efficient and effective operation.
- Responsible for ongoing maintenance, updates, revisions, edits, extensions and support overall visual design for APDA applications.
- Assess scope of work for development tasks, prioritize and delegate as necessary, implement and complete assigned development tasks, and ensure quality deliverables throughout the application lifecycle.
- Implement specific functionality and modules using the Aegis CRM, Salsa Platform, APDA Intranet (Sharepoint), Estate Planning tools, Matching gift tools, APDA custom store front, etc.
- Ability to provide basic code in HTML/CSS, JavaScript and experience with WordPress. Ability to design basic elements in Photoshop and InDesign.
- Familiarity with Quickbooks or accounting software

### **Vendor Management:**

- Manage all IT vendors. Develop and support issues that focus on applications, specifications, development, documentation, data integration between internal systems, and 3rd Party software product integration including workflow, business intelligence analysis and reporting, messaging, etc.
- Ongoing communication with external partners on new implementations, upgrades, plans and innovations related to IT issues.

### **Organizational Leadership:**

- Integrate best practices into organization and department operations.
- Work to engage the field operation and support compliance.
- Supervise and direct staff as necessary.

## **POSITION REQUIREMENTS**

**Education/Experience:** Bachelor's or Associate's degree required, plus minimum of 4-6 years related experience.

### **Technical Expertise:**

- Must have proven experience with Aegis CRM or comparable database system.
- Experience or exposure to the following or comparable systems: On-line fundraising tools (Salsa, Donor Drive, Qgive, etc.) and Email marketing (Constant Contact, Salesforce, Campaign Monitor, etc.)
- General knowledge and understanding of database design, data modeling principles, system integration, SQL querying, and report design across various platforms.
- Ability to identify and develop system requirements, manage data integration among data systems, including design and integrations with new systems, modifications to data flow with existing systems, and ability to define system requirements which meet business objectives.
- Ability to understand concepts related to design and implementation of new database objects, fields, relationships, workflows, etc. to most efficiently and effectively meet business objectives.
- Basic web development experience and basic proficiency with WordPress, HTML/CSS, JavaScript, InDesign and Photoshop.
- Basic understanding of SEM and SEO tools and analytics (Google Analytics)
- Proficient knowledge of PC and desktop hardware. Hands-on hardware troubleshooting experience. Ability to research, evaluate and recommend hardware products and solve issues as required.
- Knowledge of installing, configuring, diagnosing, repairing, and upgrading hardware and equipment while ensuring its optimal performance.
- Proficient MS Office Skills.

### **Related Skills and Knowledge:**

- Negotiation, strong relationship building, proactive management skills in relation to all vendors. Ability to anticipate issues and ask the right questions to mitigate risk.
- Ability to develop project plans, requirements, scope, budget, timelines and test plans for complex projects. Assemble project teams and effectively communicate with key stakeholders throughout project lifespans.

- Strong not-for-profit industry knowledge and ability to understand/anticipate trends and make recommendations on new technology that should be implemented to improve the performance of fundraising campaigns.
- Ability to communicate effectively with non-technical business staff regarding processes, data and report principles.
- Excellent verbal and written communications skills; ability to build effective working relationships at all levels.
- Must be a self-starter.

To apply, send cover letter, resume, references, as well as salary requirements to:  
[jobs@apdaparkinson.org](mailto:jobs@apdaparkinson.org)