

Position Description

Title: Data Systems Manager**Reports to:** Director, Information Management & Solutions**FLSA Status:** Non-exempt**Supervises:** N/A**Hours:** 40 hours per week

Purpose

The Data Systems Manager is a key member of the Information Management Solutions team, providing high-quality information system processes and support for the ANM office and staff, working across departments to ensure the successful implementation of the organization's vision and mission.

Responsibilities and Tasks

- Perform all job responsibilities for the purpose of carrying out ANM's mission to advocate for, encourage, and equip indigenous missionaries around the world
- Complete all work in compliance with ANM's policies and procedures and coordinate with relevant staff to ensure strong communication and smooth execution of all initiatives
- Captures and refines business processes and workflows, including documenting and standardizing data items for entry, manipulation, and reporting in ANM systems
- Creates dashboards and reports related to ANM goals, metrics, and marketing initiatives, and provides the executive team with data and analysis related to these organizational and departmental metrics
- Provides first-tier customer support for all technology-related issues, including cloud-based systems such as Salesforce
- Works with ANM staff to standardize information system processes—especially for Salesforce and other systems that require significant configuration and customization—and configures the information system to optimize the automation of those processes.
- Configures the user interface within cloud systems to maximize capabilities—those provided out of the box and through applications—in a standard way, as well as managing user accounts and permissions
- Conducts ongoing system training as well as orientation for new users on systems
- Provides the Director with reports and suggested changes to address feedback on system issues, user issues, and user satisfaction
- Attends departmental and organizational meetings in order to stay in connection with staff, donors, goals, and the mission and vision of ANM

Key Performance Metrics

- Technology-related work orders and requests are resolved in a timely manner
- Reports and metrics are delivered weekly, monthly, and yearly to the executive team
- Staff are trained and equipped to use all cloud-based systems

Qualifications

Experience

- Experience in business analysis
- Experience in technical support, user training, and/or user documentation production
- Experience in the non-profit sector (preferred)

Skills and Competencies

- Exhibits the organizational values of ANM: Christ-centered, relationships, integrity, and stewardship
- Proficient in Excel or other spreadsheet programs
- Administration of Salesforce (preferred)
- Proficient report creation