ABOUT THE ROLE

The IT/CRM Specialist supports all staff by maintaining and improving technical and CRM systems. This position will improve the efficiency and reliability of CRM data and IT systems. Directly reporting to the Director of IT the IT/CRM Specialist will help shape the data management, compliance, and IT infrastructure of the organization. This includes providing excellent customer service internally and externally via email.

This position requires strong computer skills, flexibility, excellent interpersonal skills, careful attention to detail, organizational skills, and the ability to work well with all levels of internal management and staff, as well as donors.

The responsibilities and tasks of the IT/CRM Specialist include but are not limited to:

Gift Processing/CRM Management:
- Works with the bank image viewer software and enters gift batches in Blackbaud CRM in an accurate and timely fashion.
- Work with Annual Fund Giving Manager to clean up donor, revenue, and sponsorship records in Blackbaud CRM.
- Monitor import processes for online revenue and review imported batches.
- Runs reports and builds queries for development staff.
- Provide contribution reports for accounting to do month-end posting.
- Reconcile bank account with contributions monthly.
- Assist finance in reporting and reconciliation of contributions between CRM and ERP systems.
- Assist development staff and international offices with data entry.
- Support development staff and international offices with technical issues and needs from Blackbaud CRM.
- Test Blackbaud CRM for upgrades.
- Work with the Director of IT to ensure best data management practices are being implemented and policies are being updated to reflect changes.
- Assist marketing department with direct mail and email marketing segmentation.
- Assist in analysis of CRM systems and related software.

IT Support:
- Setup and create new users and email addresses in Microsoft Active Directory and other software and systems.
- Manage software licenses including Office 365.
- Assist in setting up new computers for company staff.

- Offer technical support and computer troubleshooting to company staff including international support.
- Install and update company software and hardware as needed.
- Assist Director of IT in anticipating hardware and software needs.
- Assist Director of IT in the management of AWS systems.

Required Qualifications:
- Bachelor's degree or equivalent work experience in nonprofit organizations, business management or information technology.
- Two years minimum experience with CRM or Donor Databases.
- Strong written, verbal, and technical skills
- Experience with Microsoft Office applications including Outlook for the desktop, mobile and web.
- One year minimum customer service experience.
- Proven ability to work remotely.

Preferred:
- Working knowledge of Microsoft Office 365 administration.
- Working knowledge of Zoom, SharePoint, and communications systems.
- Experience with Blackbaud CRM and Blackbaud Internet Solutions.
- Azure Active Directory experience
- AWS Lightsail and EC2 experience

Technical Skills:
- Working knowledge of Microsoft Office 365
- Working knowledge of CRM systems
- Strong computer skills

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. While performing the duties of this job, the employee is regularly required to communicate verbally. The employee frequently is required to stand; walk; sit; visual acuity and manual dexterity associated with use of desktop computer; bending and lifting to 20 pounds.

The information contained herein is not intended to be an all-inclusive list of the duties and responsibilities of the job, nor are they intended to be an all-inclusive list of the skills and abilities required to do the job. Management may, at its discretion, assign or reassign duties and responsibilities to this job at any time.

Work Environment:

This job operates in a remote home office setting. This role routinely uses standard office equipment such as computers and phones. This job may require travel 3-4 times per year.