JOB TITLE: INFORMATION SYSTEMS AND TECHNOLOGY COORDINATOR

DEPARTMENT: DATA AND ANALYTICS

Who We Are:

Integral, a leading analytical consulting firm serving the nonprofit community. We are a dynamic, innovative, entrepreneurial, client-focused consulting team and we are seeking candidates with the same qualities in addition to a good sense of humor.

ESSENTIAL FUNCTIONS OF THIS JOB:

The Data and Analytics team provides in-depth, actionable, insights, to inform multi-channel marketing strategies for our clients.   The Information Systems/Technology Coordinator is a key member of the team who will:

- Program and oversee the daily execution of SQL SSIS jobs to ensure successful completion and timely delivery of data for analysis
- Interface with external clients and their vendors to ensure successful delivery of data feeds
- Monitor and enhance performance of company servers and operating systems installed including SQL Server; engage SQL consultant as needed to resolve performance issues
- Ensure security and integrity of company data through managing backups and disaster preparedness
- Manage data transfer services including FTP, SFTP
- Assist staff with desktop and server technical issues as needed and coordinate with IT Support vendor to ensure resolution to identified issues requiring service
- Use a variety of database tools (see below)
- Assist in general office support as needed

The position reports to the Chief Operations Officer

KNOWLEDGE/SKILLS:

- **Required** (in descending order of importance)
    - SQL skills; proven ability to work in large relational databases
    - Basic Database Administration: familiarity w/ performance tuning and ongoing maintenance
    - General knowledge of Office 365 products specifically Excel
    - Strong attention to detail and ability to work on multiple concurrent tasks
    - Excellent project management skills and understanding of project management concepts; prior experience managing technical projects
    - Desire to learn additional database software
    - Bachelor's degree in technical discipline or 5+ years of experience working with databases
    - Strong written and verbal communication skills

o   Ability to collaborate with others across the organization

- **Desired**
    o   SQL experience within a Microsoft SQL Server environment
    o   Understanding of non-profit fundraising
    o   Knowledge of SQL Server Integration Services
    o   Knowledge of Microsoft PowerBI
    o   Windows Server network administration experience
    o   Knowledge of Microsoft Azure services

COMPLEXITY/PROBLEM SOLVING:

- Ability to coordinate projects with many variables, set realistic deadlines, and manage a timeline.
- Resolve complex issues independently. Experiment to find creative solutions and cultivates the ideas of others to identify potential solutions.
- Act as a resource to others in team and company-wide to solve problems.

DISCRETION/LATITUDE/DECISION-MAKING:

- Exercise independent judgement. Work affords significant opportunity to act independently on assigned tasks.
- Make sound decisions based on analysis, experience and judgment.
- Must gain cooperation from individuals across the company in order to accomplish analytic goals.

COMMUNICATIONS/INTERPERSONAL CONTACTS:

- Ability to provide team members with meaningful information they need to make accurate and timely decisions.
- Consistently demonstrate positive, and approachable attitude/demeanor and discretion.
- Ability to formulate and clearly communicate complex concepts to others.

INNOVATION:

- All members of Integral play a role in internal innovation activities.   Typically – as part of a smaller team – this role includes developing new approaches designed to improve a client service offering, represent a new service offering or address a more effective approach to internal business processes.