



## **Director of Technology - Salesforce Lead**

### **Job Description**

**Position Summary:** The Acceleration Project (TAP), a non-profit organization dedicated to supporting under-resourced small businesses, is experiencing unprecedented growth and is seeking a highly skilled individual to join us as the Director of Technology. By leveraging your expertise and visionary leadership, you will contribute to our mission of empowering small businesses and driving their success. This pivotal role will involve strategic technology planning, day-to-day technology operations management, and implementation of innovative solutions to drive our programs and initiatives forward. We are looking for a dynamic leader with a strong technical background, strategic acumen, and excellent team management skills.

As the Director of Technology, you will have the opportunity to provide critical support across various business processes on multiple technology platforms. These platforms include Salesforce, FormAssembly, Google Workspace, Monday.com, Qgiv, MailChimp, Zoom, Vimeo, and Weebly/Square. Working closely with the other Director of Technology, you will play a vital role in developing and implementing tailored solutions that meet the specific needs of TAP. Additionally, given the nature of working for a nonprofit, we will ask you to support our end of year giving and spring benefit fundraising efforts annually by providing names of potential donors and partners to expand our audience. Your assistance in expanding our contact list with mission-aligned individuals and corporations will enable us to create a larger impact within the communities we serve.

The Director of Technology will report to the COO. This position is full-time and flexible, with an expectation of 40 hours/week, but we will consider a 4 day/week role. While the schedule is flexible, this individual must respond to communications within 24 hours of receipt. The position will be primarily remote but will require occasional in-person meetings/events in the Westchester/NYC area (and possibly once an annual trip to geographic hubs - at this time, the Bay Area in CA). The ideal candidate will reside in the NYC Metropolitan area.

### **Key Duties and Responsibilities:**

#### **Data Management, Analysis and Reporting:**

- Collaborate with the TAP team and other Director of Technology to maintain critical data for board reports, grant proposals and marketing material.
- Work closely with the Growth Team to define relevant metrics and indicators that capture the outcomes and effectiveness of our services. Utilize data analysis techniques and tools to generate meaningful insights related to the impact of our



services and develop reports that effectively communicate the impact of our services to both internal and external stakeholders.

- Work closely with the Service Delivery team to maintain and update system architecture to match current service offerings, staffing structures, and impact measures.
- Work closely with the Talent Management to maintain and update system architecture to match recruiting and talent management processes.
- Establish data collection protocols, data entry processes, and quality control measures to maintain data accuracy and integrity.
- Contribute to ongoing data cleansing and quality monitoring processes across systems (e.g., Google Drive, Salesforce, Monday.com), ensuring data accuracy and integrity.

#### **Campaign Analysis:**

- Lead and manage all aspects of data analysis and technology infrastructure related to fundraising campaigns.
- Develop and implement data-driven strategies to optimize fundraising efforts, donor retention, outreach effectiveness, and return on investment (ROI).
- Design and implement data collection methods to ensure accurate and comprehensive tracking of fundraising activities and donor interactions.
- Extract insights from data analysis to inform decision-making, identify trends, and recommend actionable strategies to enhance fundraising outcomes.

#### **Systems Administration:**

- Manage and administer critical applications, databases, and cloud-based platforms, including donor management systems, fundraising platforms, and collaboration tools
- Provide ongoing maintenance, troubleshooting, comprehensive SOP management and training. Offer technology support, system optimization, timely resolution of technical issues, integration with other platforms, and SOP documentation.
  - **Take ownership** : Salesforce, FormAssembly, Qgiv, Google Workspace
  - **Take supporting role:** Monday.com, MailChimp, Zoom, Vimeo, YouTube, Weebly/Square, Register.com, YouCanBookMe.com

#### **Google Drive Resource Management:**

- Undertake a comprehensive evaluation and enhancement of critical shared resources within Google Drive, placing a strong emphasis on maintaining organization and accessibility.

#### **Governance and Compliance:**

- Establish and enforce IT policies, procedures, and best practices for compliance.
  - Operational issue resolution



- Tech feedback intake
- Continuous improvement
- Cross-functional training
- Documentation oversight
- Communication of changes
- Monitor and address data privacy and security risks to ensure data security and compliance with regulations and standards

### **Strategic Technology Planning:**

- In collaboration with the leadership team assist in the development and execution of a strategic technology plan aligned with TAP's mission and goals. This involves assessing current (Salesforce, FormAssembly, Google Workspace, Monday.com, and Qgiv) and future technology needs, identifying opportunities for innovation, and recommending technology solutions to support the organization's objectives.

### **Technology Evaluation and Adoption:**

- Stay up to date with advancements in technology relevant to the nonprofit sector and evaluate their potential impact on TAP. This includes assessing new applications and tools, conducting feasibility studies, and making recommendations for their adoption. Additionally actively optimizing current systems, identifying areas for improvement, suggesting enhancements, and implementing best practices to maximize efficiency.

### **Budgeting and Resource Management:**

- With approval from the leadership team develop and manage the technology budget, ensuring that resources are allocated effectively and efficiently. This includes evaluating technology investments, maintaining vendor and consultant contracts, and evaluating cost controls.

### **Skills and Qualifications:**

- Proven leadership experience in the technology field, preferably in a non-profit or similar setting.
- Strong background with Salesforce
- Familiarity with Google Workspace tools, such as Google Drive, Docs, Sheets, and Slides, for efficient collaboration and document management.
- Willingness to learn and become proficient in platforms including FormAssembly, Monday.com, Qgiv, MailChimp, Zoom, Vimeo, and Weebly/Square, leveraging them effectively to support TAP's business processes.
- Strategic mindset with the ability to align technology initiatives with organizational goals.
- Actively participate in growing the TAP's donor base, reinforcing the collective responsibility of the entire team in achieving TAP's fundraising goals.
- Strong attention to detail, ensuring accuracy and completeness of data and



documentation.

- Excellent problem-solving skills, capable of analyzing complex issues, identifying root causes, and proposing effective solutions in a fast-paced environment.
- Excellent communication skills, both verbal and written, with the ability to convey complex concepts to non-technical stakeholders.
- Strong time management and prioritization skills.
- Team player willing to take on any necessary tasks to achieve goals.
- Ability to build strong relationships with internal and external stakeholders.
- Flexible, self-directed, proactive, highly organized, and detail-oriented.
- Demonstrate flexibility in adapting to changing job responsibilities and a willingness to upskill as needed to meet evolving organizational demands and challenges.
- Entrepreneurial, creative, and innovative minds
- Embraces and promotes a collaborative and positive culture.
- Energetic and passionate about TAP's mission.
- Experience delivering TAP services to clients is a plus.

#### **Requirements:**

- Have shown commitment to TAP by sharing expertise and time for at least 1 year
- Bachelor's Degree or equivalent from an accredited college/university
- MBA or other advanced degree a plus, but not required
- Minimum of 8 years of work experience
- Proficient in Microsoft Office Suite (Word, Excel, PowerPoint) and Google Suite (Drive, Docs, Sheets, Slides)
- Previous nonprofit or social enterprise experience a plus
- Able and willing to participate in occasional events outside traditional work hours
- Flexible with respect to hours and will respond to communications within 24 hours
- Understanding that at times might be called upon to support other TAP activities given small staff size and high growth environment

#### **Compensation:**

- Salary \$65,000
- Health insurance, dental, vision
- Generous PTO

#### **Work Environment:**

- TAP operates in a remote-first, hybrid work environment. TAP promotes a culture that affords flexibility and calendar control. Our staff predominantly work from home, with mandatory co-working days approximately four times per month in Westchester County for those in the Tri-State area. While we encourage additional in-person connections,



attendance is mandatory only for these co-working days. As our work model continues to evolve, there may be occasional requirements for attending in-person events and meetings in the Tri-State area. Additionally, we expect all staff to be present at our bi-annual retreats, held up to twice a year.

**To apply:** Please submit a resume (informal is acceptable), 2 references, and answer the following questions:

1. Why are you interested in the position?
2. Why are you a good fit for this role?
3. Can you share an experience where you proactively improved technology operations or processes? What steps did you take, and what were the results?
4. What do you think is important in a Director of Technology?

**Please send all materials to Devon Briger ([devonb@theaccelerationproject.org](mailto:devonb@theaccelerationproject.org)),  
Application Deadline is April 19, 2024**

*TAP is an equal opportunity employer with a strong commitment to diversity and inclusion. We prohibit discrimination on the basis of race, color, religion, sex, age, national origin, sexual orientation, gender identity or expression, disability, veteran status, marital status, or any other legally protected status. Applications by members of all underrepresented groups are encouraged.*