



Job Title	Data/ Information Technology Administrator
Department	Operations
Reports to	Deputy Director
Updated	11-2024
Job Type	Full-time, exempt

Position Summary

The Data/Information Technology (IT) Administrator plays a critical role in the operations of Mosaic Georgia and works closely with and in support of other Mosaic Georgia team members. This person embraces technology as a means to communicate, share information, collect and analyze data

Every day will be different, and many days the best laid plans will be interrupted. A good sense of humor is essential. This position requires extensive use of cloud-based information systems such as SharePoint, Office 365, Teams, Salesforce for Nonprofits, Zoom, Wordpress-based website, and online merchant accounts. Love of Excel spreadsheets is a plus.

This role is rooted in versatility, multitasking, and adaptability to changing responsibilities. The person in this role must consistently reflect the highest level of trust and reliability and maintain consummate confidentiality with access to restricted information. This description highlights most significant responsibilities and may not include all tasks.

Main Job Tasks and Responsibilities

Keep All IT Systems Functioning and Secure

- Office 365, SharePoint, Teams, Shared Calendar
- Client information systems: Salesforce, Collaborate, CaseWorthy
- Meta Microception platforms for recording forensic interviews, forensic medical images
- Volunteer, Donor & Foundation tracking: Salesforce for Nonprofits
- Cognito forms account: Forms management; integrate with Salesforce as requested
- MightyNetworks: community space for the SANE Success Institute

Support Staff Member Access

- Onboarding & offboarding access to appropriate systems
- Train new and current staff on systems
- Provide tech support as needed to diverse team members

Data Quality & Analysis

- Run operational reports to determine internal service statistics and demographics
- Run quarterly CJCC Reports to complete VSSR and SA State Reports
- Compare operational reports to internal data spreadsheets
- Analyze, interpret and create reports for leadership team with program performance metrics that are meaningful and useful for program teams.
- Lead the design and programming of system enhancements, troubleshooting, and training staff for the use of data tools.
- Ability to overlay Mosaic Georgia data over Census, County, or other outside sources.
- Create reports and campaigns in Salesforce

Website Administrator/ Maintenance

- Make edits to website (verbiage, images, design, layout)
- Create new pages
- Edit menu and home page sliders
- Manage outside links (donation pages, Formstack forms)
- Update plugins
- Monitor site analytics
- Receive complaints, questions, and comments from Mosaic Georgia's website

Key Competencies & Skills

This role is well-suited for someone with great time management skills and attention to detail who enjoys data and helping people.

- Minimum of 1-year extensive experience with Salesforce for Nonprofits (admin level preferred).
- Strong competence with CaseWorthy, Collaborate, Microsoft 365, Sharepoint, Teams, and Outlook
- Strong competence with Excel features
- Experience with any of these: WordPress, Cognito forms, Constant Contact, donor merchant systems.

Ideal candidate will also have:

- Ability to communicate complex ideas in a clear and concise manner
- Knowledge of data modeling and data visualization techniques and tools
- A high level of discretion and diplomacy
- High integrity, dependable and self-motivated
- Natural curiosity, creativity and sense of humor

The Fine Print:

Criminal Background Check and E-Verify: This position will require a criminal background check including fingerprints and E-Verify. References will be contacted.

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EOE