

Job Title: Business Application/IT Manager
Department: Executive Office
Reports To: Sr. Manager, Organizational Advancement

SUMMARY: The American Society of Human Genetics seeks a skilled, team-oriented and entrepreneurial colleague to be its new Business Application & IT Manager. This newly created position will work closely with ASHG staff and outside consultants to support and coordinate a range of off-the-shelf technology and data platforms used by various departments; ensure the strategic selection and adoption of new applications; manage the IT resource inventory; and optimize the use and integrity of data through effective storage, management, and reporting. The position will also guide small/medium technology projects, documenting business requirements, developing training materials and conducting UAT. As an effective and collaborative liaison between business and technology, the successful candidate is expected to have experience with a range of IT and database management responsibilities as well as key skills of creative problem solving, clear communication and attention to detail.

KEY DUTIES & RESPONSIBILITIES

CRM Management (35%): Perform common Salesforce (SF) administration functions, including maintaining/updating page layouts and build custom fields; creating and modifying flows, process builders, and other automations; user management, profiles & permissions; queues, licenses, capacity and storage management; developing and maintaining workflow rules and email alerts; assisting in development and maintenance of staff standard operating procedures for SF & Fonteva. Manage & maintain third party apps within SF such as Higher Logic MagnetMail. Manage Fonteva & SF packages via Spark Admin. Administer Fonteva packages for end users such as, but not limited to: membership configurations, lightning community menu and other configurations, receipts, and sales orders. Apply best practice to deploy changes between sandbox and production environments using change sets or other tools. Advocate for consistent SF adoption across ASHG.

Data Integration, Management & Use (35%): Coordinate vendor Connected App, API access, integration approach, and maintain secure credentials for vendors. Interface with ASHG technology solution providers to resolve technical support issues as needed. Perform and/or build data imports as requested, using standard SF tools or third-party middleware or other apps. Develop and maintain custom reports and dashboards within SF; implement or integrate with a future BI platform, such as Tableau/PowerBI; and support distributed report generation.

Project Management (15%): End to end project management of small to mid-sized technology projects. Collaborate with business users during initiation phase: assist with setting project and feature backlog priorities and defining scope. Develop detailed business & functional requirements, including use cases/user stories. Conduct UAT and end user training.

IT Management (15%): Manage business software licensing and users for all ASHG technology (e.g., Salesforce, Fonteva, O365, etc.). Monitor technology inventory use/upgrades and cloud-based server stability, coordinating with contracted network and helpdesk support firm. Monitor health and security of ASHG technology environments (sandbox and production). Refresh technology sandboxes periodically (in consultation with staff and vendors). Monitor and take appropriate action on all ASHG technology updates/releases and security/feature alerts; stay current with release notes. Provide overall IT vendor management to ASHG core technology providers. Provide staff on/off boarding IT support.

REQUIRED EXPERIENCE

- B.A. or A.A. required. 3+ years of previous IT & CRM administration (Salesforce/MS Dynamics) experience. Combination of work experience and education will be considered.
- Experience managing administration of mission critical systems (e.g., AMS/CRM, O365).
- Business analyst experience developing detailed business & functional requirements, conducting user acceptance testing and end user training.
- Demonstrated experience developing requirements for CRM project or implementation
- Previous non-profit or association experience.

REQUIRED SKILLS

- Excellent problem solving, documentation, communication, and project management skills. Demonstrated ability to meet deadlines, handle and prioritize simultaneous requests, manage laterally and upwards, and attend to detail.
- Proactive, positive attitude, teamwork and service orientation.
- Strong verbal and written communication skills, with ability to communicate effectively at all levels of the organization.
- Creative and analytical thinker with strong problem-solving skills. Ability to critically evaluate information gathered from multiple sources; help reconcile conflicts and distinguish request from true needs; deconstruct high-level information into details and reconstruct low-level information to a general understanding.
- Ability to assess and convey the impact of new requirements on Salesforce.com and all upstream and downstream applications, systems and processes.

About ASHG

ASHG is a dynamic professional society of human genetics researchers, clinicians and other specialists who work at the leading edge of discovery, generating new genetic knowledge and translating it rapidly to improve human health and well-being. A non-profit founded in 1948, ASHG has 7,500 members worldwide; hosts more than 8,000 attendees annually at the world's largest genetics and genomics meeting; publishes influential, innovative, and field-leading journals; and undertakes a growing array of public outreach, education, policy and advocacy programs throughout the year. ASHG is a dynamic and healthy organization with 26 staff, an annual budget of approximately \$7 million, and substantial reserves.

ASHG offices are located in Rockville, MD near White Flint Metro in new office space with free parking, onsite fitness facility, and dining options. [*Note: ASHG is currently working remotely at least through January 2, 2021.*] We offer a work environment with a great mission, collegial team, and professional trust and respect. We also offer a competitive salary and excellent benefits, including flexible schedules and a telework policy; a generous 403(b) pension plan; and excellent vacation, medical and dental plans.

ASHG is an Equal Opportunity Employer and strongly encourages applications from candidates of diverse backgrounds. Please send questions and applications (including your resume and cover letter, with salary requirements) to mmitzelfelt@ashg.org with the subject line as "Business Application/IT Manager Position."