ADMINISTRATIVE POSITION ANNOUNCEMENT

TITLE OF POSITION/RANK: CRM Administrator

DEPARTMENT: Development and University Relations, Lincoln Center

POSITION SUMMARY:
The Office of Development and University Relations (DAUR) is searching for an experienced Dynamics CRM Administrator who will play a key role in the ongoing administration, maintenance and further customization of the University’s advancement system, Ellucian CRM Advance, built on the MS Dynamics CRM platform. The CRM Administrator will use their Dynamics CRM expertise to maintain and create new solutions, assess various options for optimizing and customizing the CRM to help it grow and evolve, and advocate for and help expand adoption of CRM application among DAUR user base.

RESPONSIBILITIES:
• Assist with ongoing creation and monitoring of queries, reports, workflows, interfaces, and integration to support organizational fundraising priorities and strategic decision-making.
• Develop a strong understanding of existing suite of reports and reporting techniques used by development gift officers, administration, and other staff; identify/prioritize the nature/use and value of these reports; develop recommendations, in consultation with project leads and consultants, for enhancements to reporting tools.
• Administer and monitor CRM application; ensure integrity of the data in CRM to maintain high standard of quality and accuracy of the data.
• Train staff to ensure familiarity with any software updates/revisions; ensures new and existing users understand the CRM.
• Create unit test plans, scripts and test harnesses. Set up security parameters and undertake audits as required.
• Work with DAUR Advancement Technologies leadership to understand, strategize and execute data and reporting needs for DAUR leadership and its constituent units (Development, Alumni Relations, Donor Relations and Stewardship, and Advancement Services and execute new initiatives.
• Provide strategic insights and best practices recommendations on system operation, data collection and delivery. Develop and streamlines business processes, makes recommendations to optimize resources.
• Maintain comprehensive documentation on business processes, end user training manuals and training/troubleshooting plans and post-training/troubleshooting user feedback.

QUALIFICATIONS:
• Bachelor’s Degree required; or in lieu of degree, 4 years’ experience in information technology, with specific experience in support of complex business and database services.
• Significant knowledge of MS Dynamics (underlying foundation to the platform).
• Working proficiency with MS SSRS, MS SQL Server Management Studio and Oracle SQL Developer.
• Experience with contemporary BI tools (Tableau, Power BI or Qlik).
• Experience supporting a major fundraising system such as Banner Advancement, Ellucian Advance, Colleague Advancement, Millennium, or Raiser’s Edge is preferred.
• Previous experience in a higher education environment is preferred.
• Previous data conversion work experience that includes documenting data conversion requirements.
• Ability to work collaboratively with colleagues across the University, with a customer service orientation.
• Familiarity with Fordham University and its mission, and the ability to articulate it to donors and volunteers.
• Proven customer service orientation combined with the ability to work well with others, in the office and out.
• Creativity, initiative, excitement about the possibilities of the CRM.
• Excellent communication and interpersonal skills.
• Ability to work with people of varying technical skills.

SALARY: Commensurate with experience

FLSA CATEGORY: Exempt

START DATE: ASAP

SEND LETTER AND RESUME TO: developmentjobs@fordham.edu

Please include position title and number in subject line.
No phone calls, please.

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