Senior IT Director, Business Applications
University of Rhode Island Foundation & Alumni Engagement

Overview
The University of Rhode Island Foundation & Alumni Engagement (URIFAE) is an independent nonprofit organization affiliated with the University of Rhode Island (URI). It secures and manages contributions from alumni, parents, corporations, foundations, and friends on behalf of URI, engages alumni through programming and communication, and establishes collaborative relationships with companies to encourage access to university resources.

URIFAE is seeking an experienced IT professional to join our team as the **senior IT director, business applications.** This position offers a unique opportunity to both participate in the configuration of and lead technological change at URIFAE, supporting the future of philanthropy and engagement for the University of Rhode Island. URIFAE administers and supports the alumni database for the University. This unique position includes both strategic and hands-on responsibilities, and requires 65 percent hands-on technical and 35 percent strategic visioning skills.

The senior director of business applications will lead a team of professionals in a system migration of the alumni database from Ellucian Advance to a new cloud-based, constituent record management (CRM) system. URIFAE is in the final stage of selecting the CRM vendor with the final candidates being Ellucian Advance CRM, Salesforce Affinaquest, or Salesforce Ascend. The senior director will manage the transition and then ensure ongoing operational efficiency. This position will be a member of the URIFAE senior staff, supervising a team of IT professionals, and will report to the chief operations officer.

Responsibilities
- Provides hands-on technical direction in the implementation, configuration, and ongoing system administration of a new CRM for URIFAE. Works with both URI and URIFAE senior leadership to configure and then support the system to meet evolving business requirements of URIFAE and the University.
- Implements data integration best practices, using data integration tools or code to effectively manage the data flow between the CRM and other URIFAE and University data systems to meet the needs of URIFAE. Develops technical processes for mass and batch data transfer.
- Leads the URIFAE business intelligence (BI) process by helping to define, model, code and test applications to deliver data to URIFAE end-users and program leaders to ensure they have the information needed for decision making. The data, reports, and dashboards must be in a format digestible to non-technical consumers.
- Supports building a best-in-class advancement applications environment for URIFAE.

- Drives business process improvement, change management, and new system adoption to optimize functionality, collaborating with key stakeholders to ensure CRM strategies meet URIFAE's operational needs.
- Serves as the primary technical liaison and application manager for the CRM, coordinating with the vendor to ensure optimal system performance and managing system upgrades. Provides training and support to URIFAE and other CRM users, promoting adoption and proficiency.
- Leads technology governance conversations, evaluating any applications, additions, or changes to the URIFAE technical environment to ensure cybersecurity, ongoing support, and compliance with URIFAE protocols.

Qualifications
- Prior hands-on technical configuration experience with Ellucian Advance, Salesforce Affinaquest or Salesforce Ascend, or other CRM systems in a higher education or advancement organization.
- Hands-on experience with data integration tools (Talend, Informatica)
- Proficient writing reports using tools such as Crystal, Power BI, or Cognos.
- Ability to write code for data import, exports, and manipulation.
- Familiar with relational databases (e.g., Oracle, SQL Server, Snowflake).
- Understands fundraising benchmarks, metrics, and terminology.
- Understands IT and data governance protocols. Excellent verbal and written communication skills to explain technical information to non-technical users.
- Ability to collaborate effectively across all organizational levels.

Education/Experience
- Bachelor's degree in information technology, computer science, or a related field, or equivalent experience.
- Ten years of experience with five or more years of experience in higher education IT, fundraising IT, or related fields.
- Supervisory or managerial experience required.
- Demonstrates professionalism and discretion regarding confidential information.
- Salesforce Admin certification preferred.

If you do not fit all the qualifications, education, or experiences, but still feel you are a great fit, feel free to apply and tell us why in your cover letter.

Hiring Salary: $110,000 to $125,000

Join URIFAE team!
Join our growing team of advancement and engagement professionals. We offer competitive benefits, including medical, dental and vision, generous paid time off, and retirement savings programs.

For this position, the work schedule would be three days in the office and two days of remote work. One benefit that URIFAE does not participate in is the University of Rhode Island tuition waiver program.

URIFAE does not discriminate in employment opportunities or practices based on race, color, religion, sex, national origin, age, disability, or other characteristic protected by law.

Applications
Send your cover letter with salary requirements and resume to URIFAE-hr@etal.uri.edu. For any inquiries, contact Wendy Bucci, COO, at wbucci@uri.edu or 401.874.2139.

Search firms and temporary or recruitment agencies need not apply; we are seeking direct applications.