

The Tow Foundation, Inc.

New Canaan, CT www.towfoundation.org

Position Title: Systems Administrator

Reports to: Vice President of Operations

Salary Range: \$90,000 – \$100,000

Who We Are:

Established in 1988, The Tow Foundation is a family foundation committed to promoting justice, wellness and access to opportunities so that individuals and communities can thrive. Grounded in its work in Connecticut and New York, the Foundation supports visionary leaders and nonprofit organizations that serve historically marginalized populations and champions advancements and experiences that make it possible for all people to live a healthy and joyous life. To accomplish its goals, the Foundation and its staff of 15 annually disperse approximately \$25M in grants to fund innovative nonprofit organizations across its five impact areas: Equity and Justice, Medicine and Public Health, Arts and Culture, Higher Education and Civic Engagement.

Position Description:

The Systems Administrator supports and enhances the organization's Salesforce, SharePoint, and other internal systems to align with business objectives. Reporting to the Vice President of Operations, this role is responsible for refining and optimizing information systems to ensure they support key functions across the organization.

The Systems Administrator ensures high user satisfaction, successful system administration, and delivering measurable outcomes. In their first year, they will lead the reorganization of the Foundation's Salesforce, SharePoint and OneDrive systems to improve clarity, security, and usability. Methodical, proactive, and responsive, they possess excellent problem-solving and communication abilities. They thrive in a collaborative, dynamic work environment and recognize their crucial role in advancing the Foundation's mission through technology and innovation.

Key Responsibilities:**System Administration and User Support (80%)**

The Systems Administrator leads the management and optimization of core systems, ensuring operational efficiency, security compliance and alignments with organizational objectives. They also empower users to confidently utilize the systems. Some responsibilities the Administrator can expect in this area are:

- Serve as the primary administrator for Salesforce and SharePoint, managing permissions, upgrades and third-party integrations.
- Perform discovery around business needs and ensure system specifications and deployment aligns with IT strategy and organizational objectives.
- Implement workflow and system enhancements to reduce manual processes, while ensuring minimal disruption to daily operations.
- Troubleshoot and resolve technical issues to maintain high user satisfaction for key system functionalities.
- Develop and maintain centralized system documentation to ensure 100% of system configurations, workflows and dependencies are recorded and accessible.
- Conduct regular data quality audits to achieve 95% data accuracy, providing clear standards and training for users.
- Develop and deliver training programs to achieve user proficiency within three months of system upgrades and changes.

Strategic Planning and Innovation (20%)

The System Administrator will partner with the Vice President of Operations and leadership to address emerging technology needs, develop IT strategies, and prepare the organization for future challenges. This involves providing regular updates and clear communication with staff on IT initiatives, projects and changes, while integrating feedback to improve solutions with proper change management protocols. Key responsibilities this position can expect in this area are:

- Collaborate with the Vice President of Operations to develop long-term IT strategies aligned with the Foundation's evolving goals.
- Provide quarterly updates to staff on IT projects and changes, fostering transparency and trust in IT initiatives.
- Conduct stakeholder feedback sessions to refine IT solutions and ensure alignment with user needs and organizational objectives.
- Engage with staff and leadership to align IT strategies with organizational priorities and opportunities.
- Ensure IT infrastructure evolves to support scalability and adaptability for future organizational needs.
- Proactively identify and address emerging technology needs, such as AI and security updates, with support from IT consultants as needed.
- Research and recommend innovative solutions for future challenges and opportunities in how the organization leverages technology.
- Other duties as assigned by the Vice President of Operations

Qualifications:

We recognize that this is a dynamic position which regularly interacts with staff across the Foundation. While no one candidate will embody all the qualifications listed below, the ideal Systems Administrator will possess many of the following:

Desired Attributes:

- Comprehensive knowledge of Salesforce.com and SharePoint systems and infrastructure, with a hands-on approach to issue resolution and optimization.
- Dedicated to delivering prompt, effective IT support to internal stakeholders.
- Exceptional organizational abilities to manage multiple tasks, projects, and deadlines efficiently.
- Strong analytical and critical thinking skills to evaluate and improve IT systems and user experiences.
- Proven ability to work independently while effectively leading collaborations with vendors and internal teams in a dynamic and fast-paced environment.
- Proactively anticipates system issues and implements preventative measures and solutions.
- Attention to detail to ensure accuracy in data management, documentation, and security protocols across systems.
- Excellent verbal and written communication skills to convey technical information clearly to non-technical audiences.
- Demonstrated ability to manage complex IT projects from initiation to completion and within budget.
- High ethical standards and reliability in managing sensitive information and ensuring confidentiality.
- Skilled in balancing technical requirements with user needs and security considerations.
- Creative and strategic in implementing innovative IT solutions to enhance organizational efficiency and effectiveness.

- Committed to the Foundation's mission and values, with an understanding of nonprofit challenges and opportunities.

Experience

- Minimum of 7 years of experience in an IT management role, preferably in nonprofit, higher education, or government settings.
- At least two years managing SharePoint sites, including site creation, workflows and permissions.
- At least 3 years as a Salesforce Administrator in a highly customized system with third-party integrations
- Demonstrated experience with Conga Composer and familiarity with SOQL/SQL
- Proficiency in Microsoft Suite on MacOS, project management systems, and collaboration tools like Zoom, Slack, and DocuSign.
- Salesforce Administrator or Advanced Administrator Certification preferred.
- Bachelor's degree in Information Technology, Computer Science, or equivalent experience

Physical Requirements

- Prolonged periods sitting at a desk and working on a computer
- Must be able to lift up to 15 pounds at times
- Must be comfortable attending indoor and outdoor events as needed

Other Requirements

- Ability to travel up to 10% of the time within the states of Connecticut and New York

In Person Work Expectations:

This position requires working in-person a minimum of three days per week at the Foundation's offices in New Canaan, CT. Attendance at additional external in-person Foundation events or meetings may be required.

Details and How to Apply

This search is being led by Amy Seastrong with Excel Partners. Resumes and inquiries should be emailed to Amy directly at Aseastrong@excel-partners.com or call 203.978.6237.

Applications will be reviewed on a rolling basis until the position is filled.

The Tow Foundation is an Equal Opportunity Employer and no person shall be discriminated against on the basis of race, creed, color, religion, national origin, sex, sexual orientation, gender identity or expression, marital status, age, veteran status, physical/mental disability, or any other characteristic protected by federal, state or local laws. We also consider qualified applicants regardless of criminal histories, consistent with legal requirements.