



Position Details

Title: Technical Program Manager/Grantmaking Operations
Location: New York, NY
Reports to: Senior Grantmaking Operations Officer
Status: Full time, exempt (minimum three days a week in person)
How to apply: [Click here](#) to apply and view the job description and the Grantmaking Operations Team Charter. The priority application deadline for this position is September 28. Please send a resumé and cover letter. Applications will be reviewed on a rolling basis until the position is filled.

The mission of the Doris Duke Foundation (DDF) is to build a more creative, equitable and sustainable future. We work across three areas: arts & culture, nature and health & well-being. DDF operates five national programs as well as Duke Farms and Shangri La, two centers that serve the public directly. DDF's activities are guided by the will of Doris Duke, who endowed the foundation with financial assets that currently total above \$2 billion. (To learn more about the foundation, visit dorisduke.org.)

POSITION

The Grantmaking Operations Technical Program Manager is a new position that will play a key role in advancing the evolution of the Doris Duke Foundation's grantmaking systems into a fully integrated, insight-generating and user-centered technology environment.

In this role, you will drive and execute the foundation's grantmaking technology roadmap. You will ensure that our systems deliver payments and track compliance, surface knowledge, support collaboration, foster a positive grantee experience, and reflect our values of excellence, equity and imagination.

This is a strategic, systems-focused role that sits at the intersection of technology, philanthropy and organizational learning. Working closely with colleagues in Technology, Program, Influence & Marketing, Finance and Legal, the Manager will ensure that grantmaking systems are aligned with institutional goals, interoperable across platforms and responsive to the evolving needs of both internal and external stakeholders. The role is hands-on and future-oriented, focused on both optimizing current systems and building toward a next-generation model of technology-enabled, insight-driven grantmaking.

RESPONSIBILITIES

- **Lead the Evolution of Grantmaking Systems**
 - Own and implement the foundation's grantmaking technology roadmap in partnership with the Senior Grantmaking Operations Officer and Technology team.
 - As the steward of grantmaking system configuration and optimization, ensure seamless interoperability across platforms while meeting programmatic, compliance and operational needs.

- **Design Insight-Driven Systems**
 - Build grantmaking systems that are intentionally designed to capture and give visibility to meaningful data across the full range of philanthropic activities, including grants, program-related investments and direct charitable initiatives.
 - Illuminate partner networks, highlight emerging trends and embed the capacity for strategic analysis directly into system architecture.
- **Translate Insights into Action**
 - Partner with Technology, Program, Influence & Marketing, Finance and Legal teams to transform data into actionable intelligence through tools, dashboards and workflows.
 - Align solutions with cross-foundation priorities to ensure that insights directly inform strategic decisions, drive impact, strengthen equity in practice and provide leadership with visibility into the outcomes and efficacy of the foundation's work.
- **Integrate Modern Technology and AI to Reduce Administrative Burden**
 - Identify and implement automation, AI and external data integrations to streamline workflows, enhance efficiency and usability, and reduce administrative load for stakeholders, including grantseekers, grantees, staff, trustees and other philanthropic sector partners.
- **Foster Collaboration and Communicate Impact**
 - Serve as a connector across departments by building systems that strengthen communication, enable knowledge exchange and foster coordinated action.
 - Partner with Influence & Marketing to translate internal insights into data storytelling tools that enhance transparency and demonstrate the foundation's impact to external audiences.
- **Promote Transparency, Responsiveness and Clarity**
 - Ensure that systems deliver experiences that reflect the foundation's commitment to its stakeholders, building trust with grantees, ensuring clarity and responsiveness for applicants and partners and empowering program staff to make timely, informed and equitable decisions. Ground system design in values of openness, consistency, and respect, so that every stakeholder interaction fosters confidence, clarity and a sense of shared purpose.

QUALIFICATIONS

- Proven track record as an exceptional process manager, with the ability to design, optimize and sustain organizational processes.
- Strong stakeholder management skills, with the ability to treat internal colleagues as "clients" — ensuring responsiveness, clarity and a service-oriented mindset
- Excellent communication skills (both written and oral), with the ability to translate complex systems into clear guidance and to build trust across departments.
- Demonstrated experience administering and optimizing technology platforms (preferably grants management, CRM, ERP or related systems), with an interest in leveraging technology to support mission-driven work.

- Comfort with change management: training users, building buy-in and adapting systems to meet evolving needs.
- Ability to balance attention to detail (data integrity, compliance and accuracy) with big-picture process thinking (how systems interact with people and strategy).
- Demonstrated experience in data analysis, research and/or data analytics role, with the ability to draw insights from complex datasets.
- Demonstrated ability to leverage data tools and emerging technologies, including generative AI, to enhance analysis, streamline workflows and inform strategic decision-making in grantmaking or related fields.
- Bachelor's degree or equivalent professional experience.

COMPENSATION AND BENEFITS

- Anticipated salary range is \$112,000 - \$140,000, and the final offer will depend on experience.
- Industry-leading benefits, including a 15% employer contribution to your 401(k), comprehensive health insurance, four weeks of paid vacation with additional paid time off, and matching gift benefits of up to \$20,000 per year—all designed to support employees' well-being, productivity and engagement.
- A values-driven culture rooted in integrity, excellence, collaboration, openness and imagination and diversity, equity and inclusion.

The Doris Duke Foundation is committed to inclusive hiring and equal employment opportunity. We strongly encourage candidates of all identities, experiences, orientations and communities to apply. Our recruiting and employment practices adhere to all applicable federal, state and local laws, including the Americans with Disabilities Act. We provide reasonable accommodations for persons with disabilities. If a reasonable accommodation in the job application process is needed, please contact us [here](#).