



**Credit Builders Alliance
Job Description**

Title: Technology Specialist

Type: Full Time Exempt

Reports to: Operations Manager

Position Summary: The Technology Specialist will support the advancement of CBA's mission by maintaining and developing the organization's technological resources under the Operations Manager. He/She/They also provides support with CBA's data management and analysis strategies.

Essential Duties:

1. Technology (65%)

- Oversee and manage the day-to-day development, upgrading and maintenance of CBA's Salesforce database and websites.
- Serve as primary contact for support of CBA's IT and web-based resources, including new and existing organizational IT and tools and job aids, (e.g. computers, communications platforms, webinar platform, event registration platform, etc.).
- Develop and provide all necessary training to CBA's employees on the proper usage of IT and other virtual tools, maintain up-to-date user management protocols, and conduct any necessary troubleshooting.
- Provide user and content management for CBA's externally-facing websites (www.creditbuildersalliance.org and www.cbatraininginstitute.org) in coordination with relevant staff. Content management includes, but is not limited to:
 - Quality control of text and other copy (i.e. ensure proper use of hyperlinks, etc.)
 - Development and maintenance of posting standards and consistency
 - Accessibility and basic ADA compliance
 - Taxonomy of the learning library
 - Monitoring of site performance
 - Administration of CBA's e-learning platform
- Research and assess industry improvements in data security and help CBA maintain industry standard policies and procedures.
- Oversee CBA's relationship with contracted third party website, Salesforce, and other key technology vendors.

2. Data Collection and Analysis (20%)

- Help drive data collection goals and ongoing implementation strategies with particular attention to overlapping data points and collection tool efficiencies across departments.

- Help CBA management define, capture, analyze and visualize high-level organizational outcome and impact metrics for internal processes, member and other stakeholder offerings and achievements, and the success of CBA services/products/initiatives.
- Use data to create models that depict trends in CBA's member base and the credit building needs of consumers and small businesses more generally.
- Work with department heads/managers to outline the specific data tracking and analysis needs for each business line/service/initiative.
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3. Operations Support (10%)

- Support administrative needs that arise on a regular and ad hoc basis in coordination with supervisor and other relevant CBA staff.
- Assist with creation, maintenance, and updating of CBA Business Continuity Manual.

4. Other duties as necessary (5%)

Qualifications and Essential Skills

Required:

- BA in information technology or data science or other mission-related field.
- 1-3 years of experience in IT position, preferably in a financial field
- Salesforce certified or able to become certified ASAP
- Experience working in WordPress
- Proficiency working with diverse software platforms
- Experience developing, managing and completing concrete projects
- High attention to detail, strong ownership of quality of work product
- High degree of integrity, initiative, analysis and problem solving skills.
- Excellent communication skills.
- Pleasant demeanor and ability to work as part of a team with changing deadlines and priorities

Desirable:

- Experience in credit-related or micro-finance related field
- MBA or MPA

Other Requirements:

- Domestic Travel 10%
- Ergonomics: Typical office duties using a telephone and computer.

CBA is an equal opportunity employer. We celebrate diversity and are committed to creating an inclusive environment for all employees.