

THE RESURRECTION PROJECT

Job Description



Position Title	IT Knowledge Manager
Supervisory Relationship	Director of Information Technology
Work Location	1805 South Ashland, Chicago, IL 60608
Organization General Description	<p>After 27 years and an initial seed capital of \$30,000 from area parishes, The Resurrection Project (TRP) has grown to become a powerful and effective social enterprise that seamlessly blends community development, community organizing, and advocacy with human service delivery to create vibrant, healthier, and involved communities. Our efforts have resulted in leveraging over \$469 million in community investment.</p>
General Job Description	<p>The IT Knowledge Manager is responsible for managing the organization's data collection and use, with an emphasis on practical implementation of the outcomes, evaluation, and monitoring processes; use of reports; and knowledge-sharing infrastructure and practices. The IT Knowledge Manager reports to the IT Director and works closely with the Salesforce Database Administrator, and top-level staff to manage the collection and convey the visual representation of the resulting qualified data, information, knowledge, and technology. The IT Knowledge Manager's goal is to facilitate, communicate, and apply the collective know-how of all members of the organization to advance and replicate the mission through the practical and strategic use of the TRP Integrated Data System. Through research and the development of trainings and informational materials, the IT Knowledge Manager empowers staff to use relevant knowledge to innovate, manage change and growth, improve program performance and outcome, and extend the TRP influence to external audiences. To this end, this position manages the IT standard practices of collection, storage, data analysis, reporting, and use of high-integrity information from the integrated data system for program management, strategic leadership, planning, marketing, and customer service throughout the organization.</p>
Job Duties and Responsibilities	<ul style="list-style-type: none">• Manage and improve TRP's integrated data system integrity, relevance, and effectiveness for internal users and external audiences.• Work with multiple staff into the organization to identify opportunities for leveraging organization's data to drive business solution.• Understand current and future business goals and ongoing IT issues to ensure business success.• Assess the effectiveness and accuracy of new data sources and data gathering technique.• Recommends information technology strategies, policies, and procedures by evaluating organization outcomes, identifying problems, evaluating trends, and anticipating requirements.• Manage, support, and continuously improve staff engagement with IT, data collection, entry, analysis, and use methodology, as well as policies and procedures.• Take the lead in implementing the organization's Knowledge Management strategy.• Quality control and review of the following standard reports at all levels of TRP (by pillar, department, program, and initiative): monthly and quarterly Management Key Performance Indicator Dashboards and Scorecard Reports; quarterly and annual board reports; other standard reports as needed.• Coordinate with different functional teams to implement models and monitor outcomes.• Facilitate staff training, coaching, and technical assistance with an emphasis on reinforcing use of the reports in combination with other ways of knowing.• Ensure that the organization's information needs are met in a timely, effective, and efficient manner.• Maintain monitoring and evaluation of the IT policies and procedures section of the Salesforce Operations Manual for staff use.• Manage and update system descriptions as needed: Monitoring and Evaluation Plan, Reporting Requirements and Definitions, etc.

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- Provide information and analysis for the purposes of customer service, program development, policy advocacy, and strategic leadership.
- Remain current on industry best and promising practices in IT monitoring, evaluation, and impact assessment methods and ideas.
- Collaborate to produce materials that communicate our approach to knowledge management, including monitoring and evaluation systems.
- Design and conduct other research (e.g. case studies) and produce reports of findings that will be shared with internal and external stakeholders.
- Perform and document IT procedures for data preparation, including data cleaning, standardization, analysis, and presentation.
- Act as point of contact for TRP colleagues seeking support, advice, training, information, guidance around knowledge management, evaluation, and impact assessment.
- Maintain and improve program outcomes, monitoring processes, and reporting.
- Maintain, contribute to, and disseminate knowledge exchange of industry-wide best and promising practices, benchmarks, and trends.
- Actively support IT cross-departmental projects and engage TRP employees at all levels to foster an in-depth understanding of the work of different departments.
- Assist in the implementation of the IT departmental work plan, and achieve annual departmental goals.
- Create a culture of accountability across all TRP pillars.
- Manage assigned interns.
- Maintain required job skills and core professional competencies.
- Perform other IT duties as assigned.

Essential Knowledge and Skills

- Bachelor's Degree in the IT field required. Master's Degree preferred.
- Minimum of four years of experience in all aspects of data analysis, statistics, data science and project management.
- Computer applications for data collection and analytics.
- Data collection, validation, visualization.
- Technical management, technical understanding, analyzing information, utilization.
- Strong computing skills with mastery of Microsoft Office Professional.
- Ability to work and develop CRM systems (in particular, Salesforce CRM required)
- Teaching, presenting, and conveying information clearly and concisely to others so they understand Knowledge Management.
- Principles and practices of IT data management.
- Strategic decision-making.
- Excellent communication skills (oral and written).
- Adhere to highest ethical standards.
- Spanish-speaking candidate a plus.

Position

Full-Time, Exempt

Classification

Preparation Date

1/12/18

Statement of Equal Opportunity

The Resurrection Project is an equal opportunity employer and does not discriminate on the basis of race, color, religion, sex (including pregnancy), national origin, ancestry, age, marital status, sexual orientation (including gender identity), military status, disability, language (any language use not related to job duties), or any other status protected by applicable federal, state, or local law.

Application Instructions

Please send resume and cover letter by email or mail. No phone calls please.

Contact

Email: trpjobs@resurrectionproject.org

Information

Mail: Human Resources, 1805 South Ashland, Chicago, IL 60608

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