



POSITION ANNOUNCEMENT

Job title: Director, Reporting Services
Department: Information Technology
Hours: 40+ per week
Opening: September 11, 2017
Classification: Exempt, Professional

Closing: Open Until Filled
Benefits: Yes

General Position Summary:

As part of a lean yet growing and dynamic Information Technology team, the Director of Reporting Services will develop strategies and programs to build and continuously enhance an effective Reporting Services program for the University of Arizona's Development Program (UDP). Under leadership of the CTO and in close partnership with the Development Research and Resources team, the Director will have primary responsibility for leading the team to support and enhance the UA Foundation's (UAF) reporting services and processes under the framework of the UDP's strategic plan to double fundraising by 2024. As part of the leadership team of the UDP's Development Services unit, this role will lead an evolving reporting function for the UDP to drive data-informed philanthropic activity. The incumbent will demonstrate strong data and reporting knowledge, possess business acumen, model client focus and strong customer service skills, and be a leader and strategic thinker.

Supervisory Responsibility:

Supervisory responsibilities include hiring, training, managing/mentoring team members, and taking the lead on directing the department in alignment with organizational goals. This includes strategic planning for staff and department growth; making staffing recommendations for the reporting services team; supporting education and professional development programs for team members; performing salary administration, conducting interviews, and making new hire recommendations; conducting annual performance reviews; being a resource and mentor for team members; providing supervision, prioritization, and direction to the team; and delegating work and projects to employees based on their skill sets, knowledge, and experience. The team currently consists of the Director, a Report Developer, and a Business Analyst. The Director will be charged with, and supported in, developing and implementing a staffing growth plan for the department.

Essential Functions/Major Responsibilities:

- Grow, build, and lead the team responsible for the development and management of a client-focused reporting service and report governance program:
 - Maintain a reporting services strategy that will support overall UDP fundraising goals and meet client needs for strategic, management, and individual level information for data-informed decision making.
 - Partner with UDP team members to determine reporting and analysis business needs, while also helping the team understand how best to utilize the information.
 - Use analysis and modeling techniques to proactively look for opportunities to innovate and positively impact philanthropic and engagement activities through improved decision-making, efficiency, and performance.

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Essential Functions/Major Responsibilities:

- Develop a transparent reporting customer service model for the program to accomplish multiple and sometimes competing priorities and meet needs for both proactive programmatic reporting needs and end user requests for reports/enhancements.
- Participate in a governance body of business owners who will assist with planning and prioritization of IT projects, including report and dashboard development and data governance, with particular initial focus on supporting an ongoing CRM conversation project.
- Participate in systems analysis and recommend actions to improve work flow, simplify operational reporting procedures, and improve performance standards, recommending policy or processes changes/enhancements to senior management as needed.
- Manage long-term projects toward strategic goals and track details.
- Represent the IT department in meetings with business users and clients.
- Participate in the ongoing development and management of reporting technology, applications, and tools:
 - Collaborate with colleagues to develop and execute a plan to implement a state of the art reporting, dashboard, analysis and visualization environment, implementing and managing various technology, applications, and tools.
 - Deploy and support a new program for reports, dashboards and data visualization via Tableau.
 - Review business requirements prior to implementation of technology solutions.
 - Participate in hardware and software evaluations and oversee vendor contract maintenance where applicable.
 - Work closely and coordinate activities with applications and systems support staff.
- Continuously evolve the team and program in alignment with UDP business needs for information, industry trends, and best practices for supporting higher-education fundraising:
 - Network and benchmark with peers from other universities to discuss issues of mutual interest and concern.
 - Serve as a thought leader within the UDP on use of information in higher education fundraising.
 - Foster stronger and growing relationships amongst members of the UDP, UA, and our constituents through the use of information.
 - Determine budget, personnel, equipment and facilities needed to accomplish program goals.
 - Take the lead on special projects as needed.
 - Seek opportunities for professional development.
 - Safeguard the confidentiality of information at all times.
- Perform other duties as assigned.

Interpersonal contacts:

This position will work with employees of the UDP and other campus community members who are engaged in the use of Foundation systems, as well as vendors of systems, software and applicable services.

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Specific Job Skills:

Team and Self Leadership

- Ability to build, mentor, and lead a team of highly-skilled professionals.
- Knowledge of the practices and principles of group leadership.
- Experience managing Reporting Service or Business Intelligence projects and teams.
- Ability to manage confidential information with discretion and tact required.
- An exceptional work ethic and track record of personal initiative required.
- Skill in establishing and maintaining effective working relationships.
- Ability to effectively communicate, both verbally and written.
- Ability to manage multiple priorities and deadlines simultaneously.
- Skill in developing, managing, and adhering to budgets.
- Ability to analyze and solve problems.
- Intellectual curiosity and a love of data.

Data and Technical

- Knowledge of the principles, practices, developments and techniques of providing reporting services in a higher education fundraising environment.
- Knowledge of and experience with the functions, capabilities and applications of data warehousing and business intelligence.
- Experience establishing and/or participating in data and reporting governance processes.
- Understanding of key Business Intelligence trends, how analytics are being utilized to enhance philanthropy at peer institutions or the willingness to learn.
- Knowledge of creating dashboards and data visualizations in a Tableau environment.
- Knowledge of software applications and databases used in fundraising organizations.
- Experience with Microsoft Business Intelligence products including SQL Server, Analysis Services, Reporting Services, and Integration Services.
- Experience with the Microsoft Office suite, specifically in using Excel's capabilities in a data warehouse environment.

Minimum Qualifications:

- Knowledge and understanding of the principles of higher education fundraising and/or development of constituent relationships in support of higher education.
- Bachelor's degree AND five years of related reporting services experience - which includes two years of supervisory experience; OR,
- Seven years of related reporting service experience which includes four years directly related experience and two years of supervisory experience; OR,
- Any equivalent combination of experience, training and/or education approved by Human Resources.

Preferred Qualifications:

- Master's degree.
- Experience and understanding of The Raiser's Edge and/or Blackbaud CRM software systems

Work Environment:

This position works in an office environment with close work on a computer.

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To Apply:

Please send a letter of interest, resume, and three professional references (include job number **DS1712** in the subject line) to:

The University of Arizona Foundation,
Attn.: Human Resources
1111 N. Cherry Avenue
Tucson, Arizona 85721
Fax (520) 621-2975
*E-mail hrdept@uafoundation.org

E-mail submission is the preferred method in Word or PDF format

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