POSITION ANNOUNCEMENT

Job title: Director, Business Intelligence
Department: Development Services
Hours: 40 hrs. Per week
Opening: February 22, 2018
Benefits: Yes
Classification: Exempt, Professional Staff
Closing: Open Until Filled

General Position Summary:
As part of a growing and dynamic team, the Director of Business Intelligence (BI) will develop strategies and programs to build and continuously enhance an effective BI program for the University of Arizona’s Development Program (UDP). Under leadership of the AVP and in close partnership with the IT 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, the director will lead an evolving BI program for the UDP to drive data-guided philanthropic activity. The overarching goal for the director is to develop, evolve, and advance the BI program, with a focus on formulating strategies and laying the groundwork for key tactical program areas that include (but are not limited to): reporting, data mining, business performance management, benchmarking, text mining, and predictive as well as prescriptive analytics. The director 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, and 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 BI team; supporting education and professional development programs for team members; performing salary administration, conducting interviews, and making new hire recommendations; conducting annual career conversations; 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 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 BI program, with an early focus on developing reporting services and report governance:
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Essential Functions/Major Responsibilities (Cont.):

- 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-guided decision making.
- Partner with UDP team members to determine reporting and analysis business needs, while also helping the team understand how best to use the information.
- Oversee development of fundraising production and financial reports in support of the UAF conversion to Blackbaud CRM.
- 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.
- 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 data-oriented projects, including report and dashboard development and data governance, with particular initial focus on supporting an ongoing Raiser’s Edge to BBCRM 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 Business Intelligence and the Development Services teams in meetings with business users and clients.

- Partner with IT on the ongoing development and management of reporting technology, applications, and tools:
  - Collaborate with IT colleagues to develop and execute a plan to implement a state of the art reporting, dashboard, analysis and visualization environment.
  - Deploy and support a new program for the development of reports, dashboards and data visualization via Tableau.
  - Partner with IT to provide and review business requirements prior to implementation of technology solutions.
  - Participate, as needed, in hardware and software evaluations.
  - Work closely and coordinate activities with IT applications and systems support staff.

- Continuously evolve the team and program in alignment with UDP business needs for information, analysis, 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.
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Essential Functions/Major Responsibilities (Cont.):

- Develop future-oriented strategies to evolve the sophistication of the UDP’s reporting and incorporate the use of analytics-focused methodologies, such as data mining, business performance management, text mining, and predictive/prescriptive analytics.
- Foster stronger and growing relationships with members of the UDP, UA, and our constituents through the use of information.
- Determine and advise on 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 the Foundation’s information resources, including senior leadership and academic deans and directors.

Specific Job Skills:

Team and Self Leadership
- Ability to build, mentor, coach, and lead a team of highly-skilled professionals, including a commitment to ongoing professional development.
- Knowledge of the practices and principles of program and staff leadership and developing influence across a matrixed organization.
- Experience in program development, including the development, management, and maintenance of policies, processes, and structures for moving work forward with a collaborative and transparent approach.
- Experience managing Reporting Services or BI 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, with a focus on collaboration and solutions.
- Ability to effectively communicate, both verbally and written, with a customer-service oriented approach.
- 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 BI and reporting services in a higher education fundraising environment.
Specific Job Skills (Cont.):
- Experience establishing and/or participating in data and reporting governance processes.
- Understanding of key BI trends, how analytics are being used to enhance philanthropy at peer institutions and/or the willingness to learn.
- Knowledge of creating dashboards and data visualizations in a Tableau environment.
- Knowledge of creating data lists and reports in support of fundraising activity which will display within Blackbaud CRM.
- 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.

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 BI and/or reporting services experience - which includes two years of supervisory experience; OR,
- Seven years of related BI and/or 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.
- Experience and understanding of Tableau Data Visualization software.
- Experience developing and implementing analytics-oriented solutions and decision support, including data mining, business performance management, text mining, and predictive/prescriptive analytics.

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

To Apply:
Please send a letter of interest, resume, and three professional references (include job number DS1801 in the subject line) to:
The University of Arizona Foundation, Attn: Human Resources
E-mail hrdept@al.arizona.edu

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