



# POSITION DESCRIPTION

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|------------------------|--------------------------------|
| <b>Position Title:</b> | Support and Data Specialist    |
| <b>FLSA Status:</b>    | Exempt                         |
| <b>Payroll Status:</b> | Full-time, Salaried            |
| <b>Reports To:</b>     | Information Technology Manager |
| <b>Date:</b>           | September 2024                 |

## ABOUT ICF

The Idaho Community Foundation connects Idahoans to a generous statewide network through the power of collective giving. Our grantmaking, community impact work and relationships with local philanthropists have strengthened nonprofits, schools and communities in every Idaho county for more than 35 years. We believe that shared philanthropy is more powerful than giving alone.

## POSITION SUMMARY

This position is responsible for providing technical support to our staff and constituents. It requires adaptability to a variety of audiences, quick thinking and clear communication. Attention to detail is a must as a large component of this position is interpreting the communicated needs of our staff and constituents in the community. It is based in our Boise, Idaho office, or potentially another location from within Idaho.

## EDUCATION AND EXPERIENCE QUALIFICATIONS

- Associate's degree in related field.
- Three years minimum of relevant experience.
- An equivalent combination of education and experience will be considered.
- Nonprofit or foundation experience desired.
- Proficiency with Windows, Outlook, Teams and a strong understanding of the entire Microsoft Office Suite.
- Experience with Customer Relationship Management software with AkoyaGo/Dynamics 365 experience a plus

## ESSENTIAL FUNCTIONS

### Internal Staff and External Constituent Support

- Assist constituent groups with access to various portals including navigation and use of applications and fundholder resources.
- Provide technical support for staff.
- Assist with maintenance of equipment.
- Identify efficiencies and improvements to usage of software packages.

### **Data and Documentation**

- Document procedures including updates to established procedures.
- Act as a staff point of contact related to contact/constituent profiles, including new record creation and updates to existing profiles.
- Work in conjunction with other staff on data cleanup projects.
- Support CRM system enhancements that make the work of staff and programs easier and more effective including changes to CRM layout, grant application maintenance and business rule configurations.

### **Reporting, Surveys, Lists and Training**

- Design department surveys and other analytic instruments for constituent groups.
- Prepare reports, lists and develop dashboards.
- Research and implement data quality best practices.
- Provide training tools for Staff and external constituents to utilize ICF resources.

## **SKILLS AND CAPABILITIES**

- Excellent problem solving and analytical skills
- Strong communication and interpersonal skills
- Ability to work independently and as part of a team
- Ability to effectively work within database software and update files accurately.
- Excellent accuracy, strong attention to detail and capacity to maintain a high level of quality in work related tasks.
- Critical thinking and problem-solving abilities.
- Excellent project management and organizational skills.
- Outstanding professional written, verbal, and interpersonal skills.
- Ability to maintain a high level of confidentiality.
- Demonstrated professional maturity and strong work ethic.
- Technology savvy including expertise in Microsoft Office (with proficiency in Excel, Word and Outlook) and databases.

## **PHYSICAL AND OTHER REQUIREMENTS**

- ICF is an equal opportunity employer, drug-free workplace, and complies with ADA regulations as applicable. All applicants are considered for all positions without regard to race, religion, color, sex, gender, sexual orientation, pregnancy, age, national origin, ancestry, physical/mental disability, medical condition, military/veteran status, genetic information, marital status, ethnicity, alienage, or any other protected classification, in accordance with applicable federal, state, and local laws. Equal access to employment is available to all qualified persons.
- Working conditions are generally in an office environment. Occasional physical exertion, such as lifting, standing, bending, or reaching, is required.
- May occasionally travel throughout Idaho and outside the state.