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COMBINED ARMS TECHNOLOGY PLATFORM MANAGER JOB DESCRIPTION

The Technology Platform Manager will be responsible for the organization's operational and tactical execution of all technology objectives and serve as one of the primary system administrators for Combined Arms. Responsible for managing the Salesforce Communities customer relationship management tool, including the environment design, development, testing, deployment, maintenance, and quality assurance activities. In this role the employee will also assist in doing in any implementation or development for assigned projects. The Technology Platform Manager will partner directly with the Technology Project Manager and Chief Development Officer in these endeavors.

The three central areas of responsibility are as follows:

System Administration & Planning

- Technology platform management, process improvement, and deployment.
- Technology platform mobile application development and deployment.
- Assist in planning, build out, and implementation of the Combined Arms platform into new markets.
- Assist in providing member organizations support and client release notes monthly.

Training & Technical Assistance

- Provide consistent technical assistance to member organizations.
- Design and deliver technology platform training to all new member organizations.
- Coordinate technology platform training for all Combined Arms employees.
- Provide consistent technology platform training to existing member organizations.

Client Experience & System Navigation

- Support Combined Arms staff to develop new and innovative ideas to capture, analyze, and report program data.
- Coordinate with Social Services Manger to streamline systems navigation and client experience.



- Coordinate with Collaboration Manager to streamline collaboration committee programming and member organization vetting process

Requirements:

- Bachelor's degree
- Minimum of 2+ years experience in nonprofit and/or service related industry.
- Salesforce Administrator Certified Preferred
- Experience in Customer Relationship Management System or Database Management

Salary Range:

- \$55,000 - \$65,000

COMPENSATION AND BENEFITS: Compensation is competitive and is commensurate with experience. Competitive health, dental, vision, and retirement benefits are available for all full-time employees. Paid time off is generous based on employee performance.

ABOUT THE ORGANIZATION: Combined Arms is a nonprofit organization whose mission is to unite the community to accelerate the impact of veterans on Texas.

Please forward all inquiries to rmendez@combinedarms.us



29°44'49.3"N | 95°20'54.3"W

