



POSITION TITLE: Manager, Information Systems

Organization:

The Green Building Initiative (GBI) is a 501c3 not-for-profit organization whose mission is to improve the built environment and reduce climate impacts through exceptional education, tools, standards, and assessments that deliver sustainable, healthy, and resilient buildings.

GBI makes aspirational goals achievable through user-friendly tools built upon comprehensive standards and supported by outstanding staff and expert assessors. As a nonprofit community, we are educators and coaches first, supporting performance improvement of all buildings.

How we do it:

Our initiatives promote the use of GBI's Green Globes® building rating system for private commercial buildings and GBI's Guiding Principles Compliance® third-party assessment program for achieving federal building sustainability requirements.

This third-party certification lowers risks for owners and ensures that both buildings and the teams who build and operate them are better able to achieve desired performance outcomes.

We measure our impact in achieving our mission in several ways, including growing the number of building owners that achieve certification of individual buildings, building projects, and portfolios of buildings.

How we are unique/work-at-home requirements:

There are many unique attributes to GBI. Important to candidates for employment, we are a 100% virtual organization. Candidates must be able to work from home with the assurance of quiet and stability appropriate for a work environment. Employee must provide own internet access. Occasional travel is required; training in one or more locations is required.

Compensation & Benefits: \$60,000 + association-wide bonus opportunity, full-time employee with medical, dental, life, short- and long-term disability insurance, and a retirement matching program. GBI employees receive 40 hours of paid sick time each year plus paid time off (PTO) that is accrued on a schedule.

Supervisor: VP, Operations

Overview: The Manager, Information Systems reports directly to the VP, Operations and serves two primary functions at GBI: IT project manager and systems administrator. This individual is responsible for implementing new IT systems and maintaining existing systems; maximizing system efficiency, effectiveness, and alignment with business processes and best practices; and supporting internal users through training, documentation, and troubleshooting. The goal of this position is to ensure that the right technology is being used in the right ways to best help GBI serve its community and meet its strategic objectives.

Responsibilities:

1. Salesforce Administrator

- Manage user profiles, roles, and permissions.

- Manage creation and maintenance of native and custom objects, fields, page layouts, workflows/processes in collaboration with Supervisor.
- Implement approved changes in Sandbox, perform UAT, and promote change sets to production.
- Conduct regular stakeholder interviews, organize feedback, and define specifications for improvement.
- Perform data integrity audits and ensure data quality; employ Dataloader for mass updates.
- Create reports and dashboards upon request and based on operational needs.
- Train new users and create/maintain training documentation.
- Monitor critical updates and manage activation/rollout process.
- Monitor availability of new features, determine applicability to GBI org, make implementation recommendations to Supervisor, and coordinate approved rollouts.
- Manage external apps and integrations.

2. GBI Platform Administrator

- Manage user profiles, roles, and permissions.
- Manage creation and maintenance of native and custom channels, fields, page layouts, and restricted records (e.g. products, prices, user agreements).
- Perform data integrity audits and ensure data quality.
- Create reports and dashboards upon request and based on operational needs.
- Train new users and create/maintain training documentation.
- Conduct regular stakeholder interviews, organize feedback, and define specifications for improvement.
- Liaise with software development contractors on continuous improvement and implementation of wish list items.
- Perform UAT, coordinate releases, and train users on new features.
- Troubleshoot user issues and, if necessary, liaise with software developers on identification, resolution, testing, and documentation.
- Assist Engagement team with CMS input on marketing website as needed.
- Collaborate with VP Ops and software developer contractors on in-progress (35% complete) 3-year project to build homegrown platform to replace GBI's existing platform, including marketing website, e-commerce & order management, membership management, credentialing, and integrations with Salesforce, Stripe, Green Globes, and a new LMS.

3. Green Globes Administrator

- Train new users and create/maintain training documentation.
- Conduct regular stakeholder interviews, organize feedback, and define specifications for improvement.
- Liaise with software development contractors on continuous improvement and implementation of wish list items.
- Perform UAT, coordinate releases, and train users on new features.
- Troubleshoot user issues and, if necessary, liaise with software developers on identification, resolution, testing, and documentation.
- Assist Program Development team with CMS input as needed.

4. Tableau Administrator

- Perform data extracts from Green Globes software using Web Data Connector.
- Create reports and perform analysis per request from GBI staff.

5. Other Systems Administrator

- Serve as company administrator of miscellaneous third-party business support applications, such as Microsoft 365, 8x8, Slack, Dropbox, Adobe, etc.
- Provide training to internal users of third-party applications.
- Serve as first-line defense for GBI staff on IT help desk issues and escalate to external contractor team as appropriate.
- Monitor general and industry-specific business technology advancements and make recommendations to Supervisor.
- Manage all information systems policies, documentation, and training.

Qualifications:

- Exceptional attention to detail and organization
- Strong problem solving, critical thinking, and analytical skills
- Comprehensive approach to systems development
- Proactive orientation with ability to anticipate potential issues
- Excellent written and verbal communication skills
- Technical aptitude with strong computer literacy
- Understanding of data management and record-keeping best practices
- Advanced Excel skills required.
- Intermediate Salesforce administration skills required. Salesforce Certified Administrator credential preferred.
- Intermediate Tableau skills preferred.

Experience:

- 5 years IT project management
- 5 years managing information systems, including analysis of business processes and implementation of infrastructure to support sales and service teams
- 3 years Salesforce administration

Education: Bachelor's degree required, preferably in Information Systems, Information Technology, or related field