

## Website/CRM Administrator Job Description

The Trail Conference is seeking a Web/CRM Administrator, responsible for the overall administration and support for our website and constituent relationship management (CRM) system. This position works with our staff, volunteers, and our technology team to manage the website and CRM database. The position is expected to be full-time and based at our Mahwah, NJ headquarters.

### Position Overview

The successful candidate is not necessarily a developer, but a person:

- With a good understanding how a Web/CRM should and can be utilized across the organization.
- Who has skills using online technology and has the curiosity and expertise to learn Drupal and CiviCRM and participate in the Drupal/CiviCRM communities.
- Who is someone who wants to be a go-to person for the back-office users. The candidate should be an advocate for the website and CiviCRM within the organization and help to appropriately expand its use.
- Who takes data quality and content seriously and works to maintain a clean and unfettered website and database.

We are NOT looking for someone to program the Web/CRM and develop new features.

We are NOT looking for a data entry or content management person.

### CRM Duties:

- Help maintain the CiviCRM data for accuracy
- Work with all facets of the Trail Conference as a champion and trainer to ensure CiviCRM is understood by new and existing users and help the system to grow and evolve
- Provide support and training for staff and volunteers in data entry and management

### Website Duties:

- Act as webmaster for our production and staging server
- Manage users and permissions
- Work with site hosting and support providers to identify and resolve issues
- Monitor logs daily and investigate anomalies
- Administer configuration management
- Monthly assessment report and summary
- Server and site maintenance including scheduled backups, and conduct periodic test recoveries.
- Maintain current security updates, Linux service updates, and software stack updates
- Monitor server and site health and performance using hosting provider tools

### General Duties

- Assess various options for optimizing and customizing the system to help the system grow and evolve
- Attend regular meetings with volunteers and staff to review upcoming issues, items, and training.
- Manage 3rd party issues and integrations such as mail, Drupal commerce, and payment processing
- Other tasks as assigned

### Qualifications:

- Proven customer service orientation combined with excellent business analysis and problem solving skills
- Strong knowledge of Web/CRM/Databases, particularly helpful would be knowledge of Drupal and CiviCRM
- Excellent interpersonal skills
- Ability to work independently and with people of varying technical skills

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- Creativity, initiative, excitement about the possibilities of the Web/CRM
- Strong written and verbal communication to effectively communicate complex concepts
- Quick, analytic thinker
- Previous experience in an end-user technical support role
- Drupal/WordPress CMS experience a plus
- Any background with CSS, HTML, or query writing in SQL a plus
- Strong spreadsheet skills

**Qualifications:** Bachelor's Degree (preferably in Business Administration, Management Information Systems, etc.).

**Compensation:** Compensation ranges from \$50,000 - \$70,000, depending on experience.

### **Application:**

To apply, please submit all of the following items via email attachments (start all attachment filenames with your last name) to [jobs@nynjtc.org](mailto:jobs@nynjtc.org) Subject line: Web Admin: "Your Last Name"

1. Cover letter addressing your experience
2. Resume
3. Contact information for three professional references
4. Your salary requirements or history

This position is available until filled. Candidate interviews will begin immediately and continue until an offer is made. No calls please. Check <https://www.nynjtc.org/job-openings> to determine if the position is filled.