

DIGITAL OPERATIONS MANAGER: POSITION DETAIL

Title:	Digital Operations Manager (Grade 19)
Agency:	Arizona Commission on the Arts
Location:	Phoenix, Arizona
Salary:	\$41,000 + the State of Arizona's comprehensive benefits package
Total Openings:	1
Apply by:	Applications will be accepted until position is filled. First review of applications will take place May 3, 2018.

POSITION BACKGROUND AND SUMMARY

The Arizona Commission on the Arts, an agency of the State of Arizona, seeks a highly-motivated and industrious Digital Operations Manager.

This position oversees the agency's information technology infrastructure, which supports statewide arts grantmaking, agency fiscal processes, and programmatic and operational efficacy. The Digital Operations Manager also oversees the development and maintenance of database systems, digital operating procedures, and the collaborative collection and reporting of data.

The ideal candidate demonstrates a strong interest in the agency's mission, programs, and services. The ideal candidate also possesses the ability to establish productive relationships within the agency and with its many stakeholders and partners, as well as superior information management skills, the ability to engage others in collaborative processes, creativity related to systems- and infrastructure-development, and an interest in ongoing learning and work process improvement.

This position reports to the agency's Deputy Director.

CANDIDATE REQUIREMENTS

- A Bachelor's degree in a specific arts discipline, arts administration, social sciences, computer sciences, business, nonprofit administration, education, liberal arts, or related discipline;
- Three or more years of professional experience and/or training within a nonprofit organization, government agency, educational institution, or other arts and culture sector business;
- OR equivalent combination of education and experience.
- A valid driver's license is required.

DESIRED QUALIFICATIONS

The ideal candidate would have professional experience administering Salesforce or other relationship management information systems; would be willing to travel on occasion; bilingual (English/Spanish) a plus.

PRIMARY RESPONSIBILITIES AND ESTIMATED PERCENTAGE OF TIME SPENT

50% | Digital Operations:

- Provide oversight related to the Arts Commission's digital operations, in support of statewide arts grantmaking, agency fiscal processes, and programmatic and operational efficacy. Develop, maintain, execute updates, and manage changes where appropriate.
- Liaise with expert partners, vendors, and team members to ensure functionality of and execute ongoing improvements to the agency's fiscal and grant management platforms.
- Analyze operating procedures and develop methods for improvement; provide related guidance to staff.
- Develop and implement systems and standards to ensure grant applicants, recipients, and panelists receive responsive, high-quality counsel and technical assistance.
- Develop and implement systems and standards to comprehensively and efficiently manage, retain, and archive fiscal and grant-related records and data.
- Collaborate with staff to develop logical, efficient grant program timelines to encourage applicant success and allow procedural and reporting deadlines to be consistently met.
- Oversee the development of accessible forms and tools for diverse constituencies.
- Develop and implement systems and standards, and participate in the delivery and timely receipt of grantee and panelist materials.
- Administer the agency's Salesforce environment, with duties including but not limited to:
 - Implement administrative changes as requested by staff to Salesforce environment;
 - Create and manage Adobe Sign merge templates;
 - Troubleshoot and maintain automated processes in Salesforce; and
 - Troubleshoot and maintain Salesforce integration with Submittable and Zapier.
- Administer the agency's Office365 licenses and SharePoint cloud services.
- Provide technical support and training for staff related to digital platforms and systems.
- Direct processes leading to timely and successful completion of periodic reports to agency authorizers.
- Recommend operational standards and goals to agency leadership.
- Develop and monitor related budgets in association with executive staff.

25% | Information Technology:

- Research, coordinate, and execute updates to agency IT systems.
- Research, coordinate, and execute solutions to challenges related to agency IT systems.
- Serve as primary agency IT contact with various State of Arizona agencies and departments regarding periodic reporting, testing, maintenance to and disruptions in agency IT systems.
- Submit annual IT Strategic Plan to the Arizona Department of Administration.
- Manage contracts with expert vendors/partners to coordinate regular updates to and maintenance of agency computers, software, cloud services, and other IT equipment.
- Oversee expenditures related to IT support services, licenses/subscriptions, equipment, and software.
- Coordinate and execute IT inventory and decommissioning processes.
- Coordinate or arrange for staff systems training and tutorials when appropriate.
- Develop information technology standards, goals, and policies.
- Develop and monitor related budgets in association with executive staff.

15% | Data Management:

- Oversee data collection; ensure that data is collected and maintained according to industry standards and state regulations where applicable.
- Develop procedural and data management standards, goals, and policies.
- Develop and monitor related budgets in association with executive staff.

10% | Other Duties:

- Correspond with constituents and develop sufficient knowledge of agency programs, procedures, and policy in order to respond accurately and comprehensively to requests for information.
- Provide backup to programs and operations as needed in a small agency.
- Perform other duties as assigned by supervisor.

IDEAL CANDIDATE’S KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge:

- History and mission of the Arizona Commission on the Arts;
- Operational structure of the nonprofit sector, nonprofit arts organizations, and other public services;
- Operational structure of local, state, federal government, with a focus on agencies of the State of Arizona;
- Information technology systems standards;
- Principles, methods, and techniques of digital infrastructure development, data management, and work process improvement;
- State and Federal laws, rules, and standards pertaining to information technology and data security processes and policies;
- Best practices in project coordination and oversight.

Skills:

- Exemplary organizational skills and the ability to prioritize and manage concurrent projects with multiple stakeholders;
- Exemplary verbal, written, and interpersonal communications skills;
- Strong skill/ability to manage, organize, and properly document information;
- Strong skill/ability related to project/team management;
- Strong skill/ability with digital office/database products and diverse online management systems;
- Strong skill/ability with complex office functions and file systems;
- Organizational and administrative control.

Ability to:

- Manage competing priority tasks with efficiency and good judgment;
- Manage collaborative processes with respect and encouragement;
- Provide useful, timely, and attentive customer service to diverse constituencies and authorizers;
- Manage information, processes, and systems with utmost precision and accuracy;
- Develop procedures, analyze problems holistically, and design effective plans;
- Provide appropriate guidance and counsel to agency staff;

- Show consideration for professional, avocational, formal and informal artforms and practices;
- Show initiative;
- Work independently and as a member of a team;
- Solve problems creatively;
- Prepare accurate and timely reports;
- Manage multiple projects, follow timelines, and meet deadlines;
- Know when to ask for help, advice, and support.

INSTRUCTIONS – HOW TO APPLY

Applications must be submitted via <https://azstatejobs.azdoa.gov/>.

This position's Job ID is 37571.

Applications will be accepted until position is filled. **First review of applications will take place May 3, 2018.**

Complete applications include: A) a cover letter not to exceed 2 pages, B) a comprehensive resume or curriculum vitae, and C) names, titles and contact information for no fewer than 3 current professional references. *Items A, B and C should be combined and submitted as one PDF. Please include your last name in the PDF file name.*

Not all applicants will receive a response. The review/interview process is expected to take up to 4 weeks.

All newly hired employees are subject to the E-Verify Employment Eligibility Verification Program. The Arizona Commission on the Arts is an Equal Employment Opportunity Agency.