AUBURN
Human Resources

Asst Dir, Advancement Business Systems

Job Description

JOB INFORMATION

Job Code	OA15
Job Description Title	Asst Dir, Advancement Business Systems
Pay Grade	IT08
Range Minimum	$69,760
33rd %	$88,370
Range Midpoint	$97,670
67th %	$106,970
Range Maximum	$125,580
Exemption Status	Exempt
Organizational use restricted to the following divisions	109 Senior VP-Advancement
Approved Date:	9/18/2026 10:21:22 AM

JOB FAMILY AND FUNCTION

Job Family:	Information Technology
Job Function:	Advancement Operations

JOB SUMMARY

The Assistant Director of Advancement Business Systems manages the daily operation of Auburn Advancement's CRM to support philanthropy and engagement. This role is focused on the Advancement CRM enterprise, maximizing its capabilities, related integrations, improving business processes, and Advancement reporting.

RESPONSIBILITIES

- Provides daily leadership and direction to the Advancement CRM environment, collaborating with business users to provide a user-friendly, robust business system.
- Provides leadership to team members whose responsibilities include, but are not limited to, maintaining configurations, developing, monitoring, and enhancing integrations, delivering comprehensive data extracts for business users, and ensuring consistent access to users.
- Works collaboratively with members of the Advancement Business Services Team, the Advancement IT (Infrastructure) team, external vendors, and business users to ensure successful upgrades and related maintenance of the CRM.
- Participates in cross-campus partnerships where Advancement data may be shared to maximize a robust data storehouse to achieve Auburn Advancement philanthropic and engagement goals.
- Actively participates in, and serves as a leader for, collaborative discussions and planning with key stakeholders to identify areas of optimization of the CRM, developing solutions to address their business needs. Conducts user needs analyses to inform future CRM changes.
- Works collaboratively with the Data Insights team to maximize data integrity, developing ongoing strategies and tactics to maximize the use of data in Advancement.
- Supports and actively participates in collaborative projects to develop and implement CRM-related projects and initiatives that support the long-term health of the CRM.
- Works collaboratively with the Foundation Information Security Manager to ensure the CRM remains a secure environment through sound access controls and confidentiality protocols.
- Effectively communicates to stakeholders regarding CRM changes. Develops and updates training materials for the CRM. Serves as a CRM trainer to staff.
- Maintains a strong commitment to the protection of all AU Foundation and AU Advancement data and systems.
- Maintains a sound working knowledge of all areas of Advancement and their respective needs in the CRM. Maintains an awareness to current trends in the Advancement industry, providing direction to the growth and expansion of the CRM’s use across the organization.

RESPONSIBILITIES

- Maintains a commitment to transforming processes and innovative approaches to CRM support for Advancement goals.

The responsibilities listed above show the typical duties for jobs in this classification. Actual tasks may differ depending on the department's needs. Other similar duties may be assigned with discretion of the supervisor. Not every duty will apply to every position, and the amount of time spent on each task can change based on department needs.

SUPERVISORY RESPONSIBILITIES

Supervisory Responsibility	Full supervisory responsibility for other employees is a major responsibility and includes training, evaluating, and making or recommending pay, promotion or other employment decisions.

MINIMUM QUALIFICATIONS

To be eligible, an individual must meet all minimum requirements which are representative of the knowledge, skills, and abilities typically expected to be successful in the role. For education and experience, minimum requirements are listed on the top row below. If substitutions are available, they will be listed on subsequent rows and may only to be utilized when the candidate does not meet the minimum requirements.

MINIMUM EDUCATION & EXPERIENCE

Education Level	Focus of Education		Years of Experience	Focus of Experience	
Bachelor's Degree	with no specific discipline.	and	6 years of	experience in data analysis, data architecture, or similar technical experience. Experience in higher education or an advancement setting is preferred.	

MINIMUM KNOWLEDGE, SKILLS, & ABILITIES

Knowledge of CRM systems, data architecture, and system administration principles, including configuration management, integrations, data extraction, and user access controls.	And
Ability to lead and provide strategic direction for enterprise CRM environments, ensuring system functionality aligns with organizational goals and evolving business needs.	And
Skill in collaborating with cross-functional stakeholders, including IT teams, business units, vendors, and data teams, to implement system enhancements, upgrades, and process improvements.	And
Knowledge of data governance, data integrity practices, and information security protocols, with the ability to ensure confidentiality, compliance, and appropriate access to sensitive data.	And
Ability to analyze business needs and translate them into technical solutions, including conducting user needs assessments and identifying opportunities to optimize system performance and usability.	And
Skill in communication, training, and change management, including developing training materials, delivering instruction, and effectively communicating system updates and impacts to users.	

MINIMUM LICENSES & CERTIFICATIONS

Licenses/Certifications	Licenses/Certification Details	Time Frame	Required/ Desired	
Salesforce Administration Certification		Upon Hire	Required	

PHYSICAL DEMANDS & WORKING CONDITIONS

Physical Demands Category:	Other

PHYSICAL DEMANDS

Physical Demand	Never	Rarely	Occasionally	Frequently	Constantly	Weight
Standing			X			
Walking			X			
Sitting				X		
Lifting		X				
Climbing		X				
Stooping/ Kneeling/ Crouching		X				
Reaching			X			
Talking					X	
Hearing					X	
Repetitive Motions			X			
Eye/Hand/Foot Coordination			X			

WORKING ENVIRONMENT

Working Condition	Never	Rarely	Occasionally	Frequently	Constantly
Extreme cold		X			
Extreme heat		X			
Humidity		X			
Wet		X			
Noise		X			
Hazards		X			
Temperature Change		X			
Atmospheric Conditions		X			
Vibration		X			

Vision Requirements:

Ability to see information in print and/or electronically.