The Organization:
With a 50-year legacy of engaging the hiking community, Washington Trails Association enhances hiking experiences in Washington State by empowering a diverse and growing community of hikers to explore, steward and protect trails and public lands. WTA is the nation's largest state-based hiking and trail maintenance organization, with 15,000 member households, thousands of volunteers each year, and an online community of more than 150,000. More than 650,000 unique users accessed the website in June 2018. WTA's annual budget is approximately $5 million, of which $2.6 million is contributions from individuals.

WTA programs rely on robust and secure technology platforms. We are committed to leveraging technology to make hiking more accessible, safe and fun for everyone. An online hiking guide with maps and user-generated trip reports is one of WTA’s most important resources. Volunteers register for trail work events online, through a customized system connected to Salesforce. Online giving drives our fundraising success. We are committed to ensuring that we stay current with technology trends in order to remain relevant to a growing community. 20% of non-staff budget goes to support tech infrastructure and projects.

The Position:
Washington Trails Association (WTA) seeks a forward-thinking project manager and technology administrator to have broad oversight of WTA’s technology infrastructure and business applications. This role will contribute to strategy conversations and ensure that IT systems are optimized to support WTA’s strategic direction. The IT manager will maintain a high level of expertise in Salesforce CRM and Plone CMS, as well as connected applications. The IT Manager position requires an organized, self-motivated team player who can collaborate successfully with non-technical staff and technical vendors.

This is a unique opportunity for an experienced professional to take ownership of WTA’s suite of technology tools. The ideal candidate is a creative and tech-savvy professional who is passionate about WTA’s mission and has a proven track record of managing successful technology projects. A strong candidate will demonstrate strong project management skills, genuine interest in helping people and the ability to develop efficient operational business processes. The ability to collaborate with peers to make decisions is also critical for success in this position. The IT Project Manager will report to the Director of Finance and Operations, and will work closely with several core teams and senior staff. This position is located in Seattle and is a full-time, exempt position. The position supervises the Database Administrator.

Responsibilities will include the following:

IT Infrastructure and Business Solutions Management

- Using current knowledge of technology trends and best practices, set internal technology strategy to meet programmatic goals
- Maintain organization’s effectiveness and efficiency by supporting strategic plans through researching and developing technology solutions
- Identify and recommend to senior leadership technology strategies, policies and procedure improvements.
- Ensure that core data systems are functioning well, up to date and able to meet current and emerging program needs
- Collaborate with staff to enhance usability of data systems and data quality
- Manage multiple concurrent projects, including project budgets
- Identify and maintain prioritized list of future projects in collaboration with other staff
• Develop and implement effective training plans for users and maintain technical support documents
• Set security policies and procedures. Plan and implement disaster recovery procedures.
• Maintain professional and technical knowledge through continuing education and networking

Projects and Collaboration
• Manage consultants to support Salesforce, Plone-based website and smartphone app on Android and iPhone.
• Assist in organization evaluation efforts, including data collection for reporting metrics
• Participate in Board IT committee meetings
• Participate in or convene staff teams as needed for projects
• Supervise the Database Administrator

Application Administration
• Collaborate with Database Administrator to maintain Salesforce database, including contact data management and design, data entry and imports, reporting, administration and cleanup.
• Develop and implement strategies and tactics to optimize use of the Salesforce database and integrated communications/engagement platforms; including Campaign Monitor, Phone2Action, Plone CMS, and other tools to support the organization’s programs.

Qualifications:
• Broad understanding of technology products, trends and best practices in a business setting. Advanced knowledge of Salesforce, experience with website CMS.
• Excellent leadership, supervisory and planning skills. Demonstrated success collaborating in a multi-disciplinary, diverse and dynamic team.
• Experience and aptitude to make strategic level recommendations and guide decisions that influence the direction of the organization
• Exceptional written and verbal skills. Ability to communicate complex technical information to both technical and non-technical colleagues, stakeholders and vendors.
• Project management skills and strong organizational skills, including attention to detail.
• Ability to work well in a fast-paced, ever-changing environment, and manage multiple projects with competing demands while maintaining a commitment to excellence.
• Ability to work independently, adapt to changes in the work environment and react calmly to frequent changes, delays or unexpected events
• Ability to integrate equity values and goals into all aspects of your work
• A commitment to WTA’s mission to help people be explorers, stewards and champions of trails and public lands

Compensation:
The compensation range for this position is $78,000 – $86,000 based on experience. Benefits include medical, dental, vision and long-term disability insurance; retirement plan; transit pass; and holiday, vacation and sick leave. Part-time work or flexible scheduling is negotiable.

To Apply:
Email a resume and a brief cover letter describing how your experience and qualifications translate to the requirements of the role to jobs@wta.org. Position is open until filed. Please reference the job title “IT Manager” in the subject line.

Washington Trails Association is an Equal Opportunity Employer and does not discriminate on the basis of age, ancestry, color, creed, gender identity, marital status, military status, national origin, parental status, political ideology, race, religion, sex, sexual orientation, the presence of any sensory, mental or physical disability, or any other characteristic protected by law.