

Title: **Associate Director, Information Management**

Reports to: Director, Development Research & Prospect Management

Supervises directly: Records Management Specialists (2 FT)
Records Management Assistants (1 FT, 1 PT)

Position Summary: Responsible for managing constituent information and documents in support of Northwestern University's advancement efforts. Specifically, administer the Office of Alumni Relations and Development's (OARD) document management program and provide technical expertise and support for information applications and tools used by the OARD Research & Prospect Management department. Includes project management, technical planning and execution, team leadership, policy development and outreach. The division-wide document management solution encompasses electronic, film- and paper-based information and documents.

Characteristic Duties and Responsibilities:

Document Management

- Lead the ongoing development and maintenance of OARD's document imaging system (OnBase by Hyland Software)
- Propose, design and implement strategy and policy related to the management of OARD's alumni and development constituent documents in all media
- Provide day-to-day management of all aspects of OARD's alumni and development constituent documents, with regular reports and updates to the Director and other managers as appropriate
- Consult and provide technical support to the OARD Gift & Record Services (GRS) and Finance departments regarding the management of gift-related documents; collaborate with GRS on document management policy development and implementation
- Maintain current knowledge of laws, regulations, and best practices applicable to document management processes and procedures as they relate to Northwestern University and OARD. Ensure compliance with federal and state law, regulations, and University policies and procedures.
- Manage retention and disposition of OARD documents in compliance with University and department policies, guidelines and schedules.
- Develop and maintain relationships with document management and information vendors; in conjunction with OARD management, negotiate contracts and oversee related purchases
- Analyze and evaluate document management throughout the organization on a continuing basis. Recommend systematic, efficient and cost-effective improvement strategies.

Project Management

- Serve as project manager for projects related to document management, as well as implementation and upgrades of information applications and tools. Responsibilities include functional and technical requirements-gathering, budget estimates and implementation project plans.
- Lead completion of major development document digitization project already in progress.
- Participate on OARD and University project teams, serving as a subject matter expert (SME), business analyst, project manager or consultant as needed and appropriate.

Technical and Support

- Act as technical and support contact for select information applications and tools used by the OARD Research & Prospect Management department.
- Serve as an OARD Staff Support Representative (SSR), disseminating information and training regarding the division's database and systems

- In concert with the Advancement Technology Infrastructure team/Service Desk:
 - Ensure integration of the department's document management and information applications with OARD systems architecture
 - Provide application support to Research & Prospect Management staff and OnBase users
 - Assist with hardware and software upgrades affecting Research & Prospect Management users
- Represent the department to OARD and NU technology committees and in other related matters as necessary
- Serve as liaison and technical consultant to other Northwestern University departments implementing document imaging systems

Leadership, Administration and Outreach

- Lead the Information Management group:
 - Oversee and manage day-to-day activities of Information Management staff and assigned temporary/student workers
 - Hire and evaluate Information Management staff, in conjunction with the department director
- Provide regular status reports and updates to senior management, and other reports as needed
- Develop and conduct training in document management practices, policies and procedures
- Establish working relationships with teams and business units to ensure compliance with document management program and to identify areas for enhancement
- Maintain awareness of issues and trends within the development profession, and of the goals and activities of Northwestern University and its peer institutions
- Other duties and projects as assigned by the Director

Qualifications:

- Experience and references demonstrating the following skills and proficiencies:
 - Proficiency with the Microsoft Office suite of programs (especially Word, Excel, Access and InfoPath), in a networked, Windows-based environment. Experience with document management/imaging systems preferred.
 - Advanced technical knowledge, including a proficient understanding of web services and client/server models and relational databases
 - Basic knowledge of the Windows registry, network topologies, internet protocols and HTML
 - Project and team management skills, including the ability to prioritize, supervise and coordinate the workload and performance of support staff as well as work in a team setting
 - Data management skills demonstrating the ability to manage large amounts of data and organize it into meaningful reports
 - Proven commitment to accuracy and attention to detail, as well as organization skills necessary to handle several projects simultaneously, accommodate shifting priorities and meet deadlines
 - Excellent written/oral/interpersonal communication skills, including the ability to identify and articulate business challenges, project objectives, and analytical approaches; prepare clear, concise reports with attention to accuracy and detail; be customer-oriented and have the ability to interact effectively with diverse groups
 - Ability to apply an ethical code and good judgment, and to handle confidential materials and situations with sensitivity and discretion. All NU OARD employees are required to sign a Constituent Information Confidentiality Policy Agreement.
- Required work experience/education:
 - Degree, certification, or superior combination of education and experience in one at least one of the following: information management, information systems, project management, document management, knowledge management. Advanced degree or certification preferred.
 - Three to five years experience in a technical support, server/network administrator, or systems analyst role, supporting information management functions such as prospect research, records/reference

management, market research and analysis, and/or document imaging. Professional experience in a nonprofit/academic fundraising setting is preferred.

- Project management experience, including setting requirements and project scheduling

Starting salary is commensurate with experience and qualifications.

All resumes must be received through the electronic recruiting system.

Please access the webpage below to be directed to Northwestern University's electronic recruiting system, eRecruit. To apply for this position in eRecruit, enter the job opening ID number 16312 in the appropriate search field. Once you apply, you will receive an email confirming submission of your resume. For all resumes received, if there is interest in your candidacy, the human resources recruiter or the department hiring manager will contact you.

www.northwestern.edu/hr/careers

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