



**UTEP INSTITUTIONAL ADVANCEMENT**

**WE'RE HIRING!**

**Director – CRM Systems and Integrations**

# About This Position

*Work Modality: This position is approved for hybrid or remote work arrangements.*

## Who We Want

As we expand our Systems and Integration team, we seek a highly collaborative leader with extensive experience in database administration, database integration, and data integrity expertise to support the University of Texas at El Paso's (UTEP) fundraising efforts.

You'll play a crucial role in shaping the future of our data systems, ensuring that our CRM infrastructure is robust, efficient, and capable of meeting the evolving needs of our institution. By implementing database management and strategic data integration, you'll be instrumental in streamlining our data processes and enhancing data accuracy to drive more effective and impactful fundraising initiatives. You have a deep understanding of relational databases, data governance, and the ability to translate complex data requirements into actionable insights.

Additionally, you embody an unending commitment to positively contributing to our team culture; we all commit to making UTEP IA a great place to work. You have tenacious optimism and a goal-oriented, growth mindset, with the ability to remain flexible and develop creative solutions in pursuit of always maintaining forward momentum. You thrive in a dynamic environment, continually balancing competing priorities. You have the ability to work independently and collaboratively, supporting the success of all colleagues and prioritizing UTEP's overall goals above personal achievement.

## About the Systems and Integrations Team

The Systems and Integrations team oversees the division's CRM and optimizes IA's technology infrastructure to support strategic advancement and development needs. The team ensures the accuracy and reliability of critical advancement data, facilitates efficient reporting and data management, and enhances collaboration across the university. The team is currently composed of two data quality officers who help support the reporting, maintenance, and integrity of our data.

Salary:  
**\$80,000**  
Annually

*The University of Texas at El Paso offers a comprehensive [benefits program](#) that enhances the overall compensation package for our employees. Our employees receive tuition assistance, ongoing professional development opportunities, wellness support, and a robust [holiday schedule](#). Institutional Advancement also offers flexible, hybrid work options for work-life balance.*

## What You'll Do

Reporting to [Gisela Simental Peña](#), the **Senior Director of Business Intelligence**, and working closely with other Institutional Advancement (IA) units, you will be responsible for maintaining the quality and integrity of our Raiser's Edge database. Your duties will also include supporting staff with troubleshooting, staying current with system updates, onboarding new users, and developing and implementing policies and procedures related to database management.

In collaboration with other units, you will manage a high volume of data requests that require use assessments and quick turnaround, including end-of-year surveys, financial information, mailing lists, event lists, and alum counts. Additionally, you will work closely with the Analytics & Special Projects team to streamline reporting processes. Ensuring the accuracy and currency of donor data is essential, as is supporting the Gift Processing unit on data integrity efforts and establishing database best practices.

You will follow a strict code of confidentiality and identify opportunities for collaboration with other university divisions to enhance CRM data. Your role includes overseeing the development, implementation, and execution of strategic data enhancements for database systems, reporting solutions, data structures, and data management. Regular data hygiene operations will be a critical part of your responsibilities, including frequent data cleanups and audits such as merging duplicate records, conducting quarterly global address changes via USPS, running data append projects, and receiving record updates across the division.

Managing user access permissions, supporting data governance initiatives, and implementing data quality assessments and clean-ups will also be critical aspects of your role. Additionally, you will assess and conduct data mapping from external databases to ensure seamless integration and data integrity.

As a manager, you'll serve as a resource and mentor to your team. You recognize the value of building trust with your team through authenticity, shared vision, and transparency. You'll be expected to invest time and energy in growing your team professionally and personally, to care deeply and challenge directly, and to foster a team culture that relentlessly pursues excellence while also caring deeply about the human behind the job.




# Qualifications and Preferred Skills

## Minimum Qualifications:

- Bachelor's degree
- Five years of related experience with fundraising software and applications, including reporting, systems integration, data analysis, database management, and business analytics; or equivalent combination of education and experience.

## Preferred Qualifications

- Project management experience
- Experience in a non-profit organization and/or higher education fundraising setting
- Experience using a fundraising database (e.g. Raiser's Edge/NXT)
- Experience with Omatic products
- Experience with PowerBI
- Experience with CASE reporting standards



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*In keeping with its access, excellence and impact mission, The University of Texas at El Paso is committed to an open, diverse, and inclusive learning and working environment that honors the talents, respects the differences, and nurtures the growth and development of all. We seek to attract faculty and staff who share our commitment.*

**EEO/  
AA**

*The University of Texas at El Paso is an Equal Opportunity / Affirmative Action Employer. The University does not discriminate on the basis of race, color, national origin, sex, religion, age, disability, genetic information, veteran status, or sexual orientation and gender in employment or the provision of services in accordance with state and federal law. Discrimination on the basis of sex includes an employee's or prospective employee's right to be free from sexual harassment under Title IX of the Higher Education Amendments of 1972.*

*For accommodation information for employees and applicants with disabilities, please contact UTEP's Equal Opportunity Office at [eaaa@utep.edu](mailto:eaaa@utep.edu).*



# What is Institutional Advancement?



## Our work in Institutional Advancement is to advance the University and transform generations.

Our team works cohesively to build strategic relationships, keep alums connected to the University, and match philanthropic goals with institutional priorities to advance, support, and sustain the University's mission. Our division relies on the constant collaboration of our departments – Advancement Services, Development, and Strategy & Engagement.

With a growing team and vastly unrealized fundraising potential, we had our third straight record-breaking year last year and are poised for continued growth and success. Maintaining that momentum, we are excited to continue implementing innovative ways to extend our reach and impact. As America's leading Hispanic-serving university, the University of Texas at El Paso (UTEP) is dedicated to increasing access to excellent higher education

and positively impacting the community we serve. In Institutional Advancement (IA), we know that our success is built on the contribution of a diverse team in its people, thoughts, and experience. Our culture of care and inclusive excellence is more than a commitment at UTEP IA—it is the foundation of all we do.

Read on to understand who we're looking for in this role, what you'll do, and the skills and experiences we're after. Please use your cover letter to tell us about your interest in UTEP and Institutional Advancement and what you hope to bring to this role.



# Our Values

## Accountability



We define **accountability** as acting with integrity and ownership. In action, this means fully engaging with our responsibilities and being proactive rather than reactive. We prioritize the interests of alumni, donors, and the team above personal convenience or gain.

## Balance



**Balance** emphasizes the importance of actively contributing to a positive organizational culture by fostering trust, engagement, and self-motivation among colleagues. This involves promoting a caring, connected, and collegial team mindset while actively seeking supportive, friendly relationships at work.

## Collaboration



**Collaboration** is essential to our success, defined by coordinated teamwork and the active pursuit of diverse ideas and approaches. We recognize and celebrate differences, treating colleagues with respect and compassion.

## Pursuit of Excellence



Our commitment to the **pursuit of excellence** involves aspiring towards continuous improvement. We encourage personal and professional growth, present challenges with multiple solutions, and support development at both individual and collective levels. We embrace change, take smart risks, and invest time and resources to enhance our effectiveness.

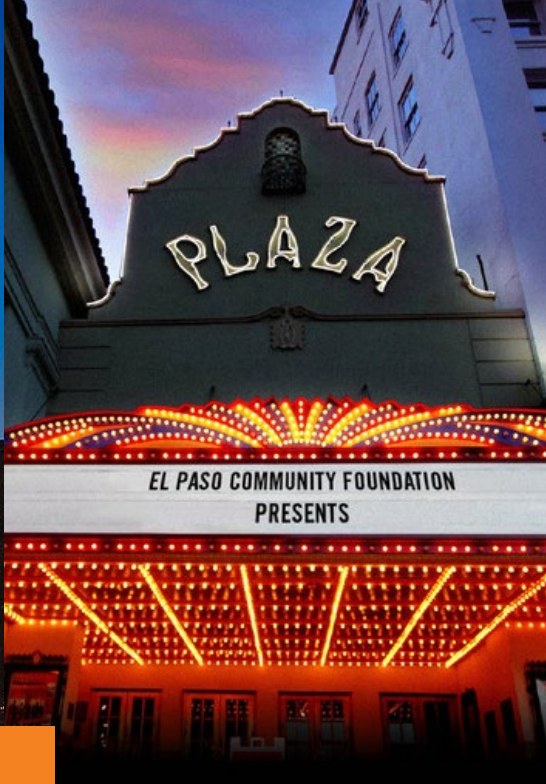
# About UTEP



The University of Texas at El Paso is America's leading Hispanic-serving university. 94% of our nearly 25,000 students are minorities, and half are the first in their families to go to college.

- UTEP offers 169 bachelor's, master's, and doctoral degree programs.
- UTEP is the only open-access, top-tier research university in America.
- It is also one of the only top-tier research universities in the country with a majority Hispanic student population.
- UTEP is located at the heart of the U.S.- Mexico border in one of the largest binational communities in the world.
- UTEP is ranked fourth in Texas for federal research expenditures at public universities.
- UTEP was ranked number 1 in the U.S. for its success in achieving both competitive research and student social mobility.

**UTEP has one of the lowest out-of-pocket costs of all U.S. research institutions and has been recognized as a leader in social mobility for helping graduates move from family incomes in the bottom 20% to the top 20%.**



# What's it Like to Live in El Paso

The cost of living is **lower** than the national average, making El Paso one of the most affordable places to live in Texas.



This position is based in El Paso, Texas, known as the “Sun City” due to its average of 300 days of sunshine per year. It is nestled at the base of the Franklin Mountains, which offers a diverse range of recreational activities such as hiking, biking, camping, and other outdoor adventures. El Paso is home to a vibrant arts and culture scene, with a variety of museums, theaters, festivals, live performances, and restaurants throughout the area, reflecting the

city’s rich heritage. El Paso is a growing urban community with a population of more than 800,000. El Paso and its sister city across the border, Ciudad Juárez, form one of the world’s largest binational and multicultural metropolitan areas. Housing expenses are [30% lower](#) than the national average, and the cost of living is [10% lower](#), making it one of the most affordable places to live in Texas.



# We Look Forward to Hearing From You!

## [CLICK HERE TO APPLY](#)

As we grow our team, we are searching for experienced, motivated, and mission-driven team members. For position inquiries or to schedule an informational meeting, please complete and submit our [Career Interest Form](#).

