



## **Manager of Technology**

**Tutoring Chicago | Chicago, IL (in-person and remote)**

**Salary:** \$75,000-\$85,000 + competitive benefits

**Schedule:** Full-time (40 hours/week), occasional evenings required

**Location:** This is a Chicago based position that requires frequent in-person work

### **About Tutoring Chicago**

For more than 60 years, Tutoring Chicago has delivered the power of education through free, one-to-one tutoring for students facing financial barriers. Each year, we serve over 1,450 students in grades 1-12, supported by an equal number of trained volunteer tutors. Through weekly individualized instruction, students gain both academic support and meaningful relationships that foster long-term growth.

### **Role Summary**

The Manager of Technology serves as the primary steward of Tutoring Chicago's technology ecosystem, combining hands-on systems administration with strategic leadership. This role ensures that platforms, data infrastructure, and digital tools are efficient, reliable, and aligned with organizational priorities. The Manager of Technology leads Salesforce administration, oversees system integrations, strengthens data quality, and drives automation and process improvements. This highly collaborative role supports staff, volunteers, and program participants while advancing long-term technology strategy.

### **Core Responsibilities**

#### **Technology Leadership and Systems Management**

Lead the development, maintenance, and continuous improvement of core systems. Align technology with organizational goals and program growth, evaluate new tools, and implement automation to increase efficiency and scalability.

#### **CRM, Data, and Reporting**

Serve as primary Salesforce administrator and system architect. Maintain data integrity, governance, and system reliability, and ensure Salesforce serves as the organization's central source of truth. Build dashboards and reports that support operational and strategic decision-making.

#### **Applications, Portals, and Integrations**

Maintain and enhance application, onboarding, and tutoring portal systems to ensure strong user experience.



Manage integrations across CRM, communication tools, and other platforms while improving automation and reducing manual processes. Test, validate, and troubleshoot system updates and issues to ensure reliability.

### **Internal Support and Training**

Provide day-to-day technical support across departments. Train staff to improve adoption and confidence in systems, and develop clear documentation and onboarding materials. Provide training/technical assistance to staff, volunteers, and parents/guardians as needed to ensure they can access and utilize resources efficiently. Maintain and ensure the proper functioning of organizational technology equipment to support staff, students, and tutors.

### **Program, Communications, and Digital Infrastructure Support**

Support high-volume program cycles such as applications and onboarding, and troubleshoot live program issues for tutors, students, and staff. Maintain donor data systems and assist with reporting and segmented communications campaigns. Support website updates, forms, integrations, and overall user experience across digital platforms. Ensure that in-person tutoring locations have the technology needed to support weekly sessions, including functioning devices, WiFi, and printers.

### **Innovation, Security, and Continuous Improvement**

Explore new automation and AI tools to streamline operations. Support cybersecurity practices, data privacy standards, and system governance to protect sensitive information.

### **Qualifications**

#### **Required Experience and Skills**

- Proven Salesforce administration experience (configuration, automation, reporting)
- Experience with Zoom, Google Suite, Microsoft
- Strong data management, integrity, and governance knowledge
- Experience managing integrated technology ecosystems
- Ability to troubleshoot systems and deliver user-friendly support
- Website CMS experience (e.g., WordPress)
- Expertise in reporting and dashboard creation
- Working knowledge of cybersecurity and data protection practices
- Strong project management, organization, and communication skills
- Ability to support non-technical users effectively
- Demonstrated experience improving processes through automation
- Commitment to collaborative, mission-driven work

#### **Preferred Qualifications**

- Salesforce certification (e.g., Salesforce Administrator)
- Search Engine Optimization experience



- Experience in nonprofit or education-focused organizations
- Familiarity with integration tools (e.g., APIs, Zapier)
- Experience managing online portals and application workflows
- Knowledge of email marketing platforms, especially constant contact
- Exposure to AI and automation tools
- Experience in data analysis or program evaluation
- Experience supporting hybrid work environments

### **Work Environment and Expectations**

This is a full-time hybrid role requiring occasional evening availability and in-person participation in meetings and events in Chicago. The position requires a strong commitment to equity and inclusion, the ability to manage sensitive data with confidentiality, and a service-oriented, collaborative mindset. Success in this role requires balancing strategic thinking with hands-on technical execution, along with adaptability and a commitment to continuous learning.

### **Organizational Collaboration**

The Manager of Technology partners across teams to support core operations:

- **Program Team:** tutoring operations and portal systems
- **Development Team:** donor data, reporting, and events
- **Marketing & Recruitment:** communications, list maintenance, and website engagement
- **Leadership & Evaluation:** data insights and strategic planning

### **Compensation and Benefits**

- Salary: \$75,000-\$85,000
- Health, dental, and life insurance
- 403(b) retirement plan
- Flexible paid time off

### **Approximate Hiring Process and Application**

- May 22-29: Application period and initial screenings
- June 1-5: In-person interviews
- June 8-12: Final selection

Tutoring Chicago is an Equal Opportunity Employer. Employment decisions are based on qualifications and merit without regard to legally protected characteristics.

**Apply:** Submit your resume and cover letter to [hire@tutoringchicago.org](mailto:hire@tutoringchicago.org).