Executive Director of Advancement Information and Technology

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Type: Full-Time
Category: Development and Fundraising; +2 IT Manager/Director; Other Executive
Military

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Location: Raleigh, NC

Essential Job Duties:
NC State is seeking a visionary and strategic leader to serve as the Executive Director of Advancement Information and Technology (AIT). This individual will be responsible for

stabilizing and optimizing the technological foundation of University Advancement, ensuring the continued effectiveness, security, and efficiency of a robust technology ecosystem that powers fundraising, alumni engagement, and communications at NC State.

In February 2025, University Advancement (UA) successfully launched a transformational CRM implementation-Kindsight Ascend on Salesforce CRM. This implementation marks the beginning of an exciting new phase aimed at stabilization, enhancement, and innovation within our advancement technology ecosystem. As NC State prepares for a future capital campaign, this role will play a pivotal part in ensuring that the advancement technology infrastructure, data strategy, and business processes are optimized to support ambitious fundraising and engagement goals.

The Executive Director of AIT reports to the Associate Vice Chancellor for Advancement Services and is the senior leader responsible for overseeing advancement application systems, analytics and data services, project management, and training. Leading an AIT team of 15 professionals, this role requires deep expertise in managing complex technological systems and an exceptional ability to effectively engage and communicate with functional users.

As a senior member of the Advancement Services Leadership Team, the Executive Director will work closely with University Advancement leadership, Chief Development Officers, OIT, Finance, and other university partners to align advancement technology strategies with NC State's broader institutional goals. This individual will oversee enterprise-level systems management, data governance, analytics, security, and process optimization, ensuring that NC State remains a national leader in Advancement Services and a benchmark for technological excellence in higher education fundraising.

Other Work/Responsibilities:

- Serve as a key member of the Advancement Services Leadership Team, providing strategic leadership aligned with Advancement Services and University Advancement's missions and objectives.
- Collaborate closely with the Associate Vice Chancellor to establish, implement, and maintain comprehensive strategic, tactical, and capital advancement technology plans, including resource allocation, budget management, staffing infrastructure, and related processes.
- Support the Associate Vice Chancellor in developing and articulating a clear vision for Advancement Services at NC State, regularly communicating it to stakeholders.
- Lead the evaluation, selection, implementation, and lifecycle management of systems supporting fundraising, constituent engagement, and advancement operations.

- Conduct ongoing research and evaluation of industry trends and emerging technologies, including developments within the Salesforce ecosystem, artificial intelligence (AI), machine learning, data analytics, cloud computing, cybersecurity, and automation tools, to support business requirements and enhance advancement technology systems.
- Oversee analytics and data strategy, encompassing data visualization, reporting, predictive modeling, artificial intelligence, and institutional surveys.
- Define, implement, and enforce policies, procedures, and guidelines consistent with Advancement and NC State's Data Governance framework, ensuring efficient, secure, and compliant use of advancement constituent data.
- Chair the University Advancement Data and Technology Governance Committee (UADTGOV) and represent University Advancement on university-wide governance committees.
- Engage, communicate, and negotiate effectively with campus partners regarding advancement technology, information, and process initiatives.
- Foster collaboration with central university departments such as OIT and Finance, ensuring cohesive integration and alignment with university-wide objectives.
- Maintain strategic vendor and business partner relationships, actively managing contracts to ensure cost-effectiveness and alignment with business needs.
- Actively participate in the broader Advancement Services community through networking and engagement in industry associations, conferences, and professional groups to stay informed of best practices and trends.
- Oversee an AIT team of 15 members, including four direct reports: Director of Application Services, Director of Analytics & Data Services, Associate Director of Advancement Learning, and Project Manager.
- Provide strategic oversight, coaching, and mentorship to leadership within Application Services, Analytics & Data Services, Advancement Learning, and Project Management units.
- Supervise the recruitment, retention, organizational structuring, strategic oversight, coaching, and mentorship of Advancement Information Technology (AIT) staff.
- Ensure effective project management across Advancement Services projects, utilizing industry best practices and standards.
- Promote and encourage a culture of continuous learning and training, emphasizing thorough documentation and well-defined processes.
- Provide leadership support for initiatives such as campaigns, Day of Giving, and other high-volume, high-impact activities, significantly enhancing NC State's culture of philanthropy and constituent engagement.
- Ensure NC State's recognition as a national leader in Advancement Services, positioning the institution as a benchmark for excellence within the higher education advancement community.

Minimum Experience/Education:

- Master's Degree in Information Science, Computer Science, Software Engineering, or other relevant field or equivalent combination of training and experience.
- 5 years of IT experience with progressive responsibilities and demonstration of leadership.

Required Qualifications:

- Demonstrated experience managing complex technology systems, such as Salesforce CRM.
- Proven ability to lead, mentor, and manage technical teams, including recruiting, coaching, and performance management.
- Extensive experience with data governance, analytics strategy, data security, and compliance frameworks.
- Strong understanding of fundraising and alumni engagement within a university advancement or comparable setting.
- Exceptional project management and organizational skills, including experience overseeing large-scale technology projects utilizing industry best practices.
- Excellent interpersonal, written, and verbal communication skills, with the ability to effectively engage varied stakeholders including senior leadership, technical teams, and end-users.
- Proven ability to develop and manage budgets, contracts, and vendor relationships strategically and efficiently.
- Proven ability to lead and manage change within large, complex organizations.

Preferred Qualifications:

- Experience leading and optimizing a Salesforce ecosystem within an advancement environment, particularly utilizing Kindsight Ascend or Affiniquest Advancement RM.
- Professional certifications related to project management (e.g., PMP), Salesforce Administration (e.g., Salesforce Certified Administrator, Salesforce Advanced Administrator), or Salesforce Developer (e.g., Salesforce Platform Developer I, Salesforce Platform Developer II).
- Experience managing and stabilizing a newly implemented CRM system.
- Experience developing reports in Salesforce Lightning, Tableau, and CRM Analytics reporting tools.
- Ability to code in modern programming languages (e.g., Apex, Lightning Web Components (LWC), JavaScript, or SQL) or effectively understand and critique the programming work of team members, vendors, or contractors.

Required License or Certification:
N/A

AA/EEO Statement:

NC State University is an equal opportunity employer. All qualified applicants will receive equal opportunities for employment without regard to age, color, disability, gender identity, genetic information, national origin, race, religion, sex (including pregnancy), sexual orientation, and veteran status. The University encourages all qualified applicants, including protected veterans and individuals with disabilities, to apply. Individuals with disabilities requiring disability-related accommodations in the application and interview process are welcome to contact 919-513-0574 to speak with a representative of the Office of Equal Opportunity.

If you have general questions about the application process, you may contact Human Resources at (919) 515-2135 or **workatncstate@ncsu.edu**.

Final candidates are subject to criminal & sex offender background checks. Some vacancies also require credit or motor vehicle checks. Degree(s) must be obtained prior to start date in order to meet qualifications and receive credit.

NC State University participates in E-Verify. Federal law requires all employers to verify the identity and employment eligibility of all persons hired to work in the United States.

Related Searches:

- Development and Fundraising
- IT Manager/Director
- Other Executive
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