Advancement Data Operations & Technology Lead

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Job Identification: 43383

Job Category: Research

Apply Before: 05/21/2026, 02:09 PM

Degree Level: Bachelor's Degree

Locations: 4202 E Fowler Ave, Tampa, FL, 33620, US

Hiring Salary: Commensurate with experience

Essential Personnel: No

Job Description

USF Advancement connects the university with donors who want to make a difference by providing philanthropic support to promote student success, research, academic excellence and other strategic priorities. With an endowment that now exceeds $700 million in value, our dedicated team of approximately 200 professionals, including 60 fundraisers, encompasses alumni, development and foundation operations. The team is responsible for raising more than $150 million annually and has broken records year after year with more than $184 million raised in fiscal year 2025.

The Senior Data Operations & Integrity Lead is the primary operational owner responsible for the execution, stability, and ongoing integrity of Advancement operational data.

This role institutionalizes critical data operations knowledge, transforming manual and person-dependent practices into sustainable, automated, and scalable capabilities. This position is accountable for data integrity both within the CRM and as information moves across platforms, integrations, and vendors.

Working hands-on within Advancement systems and data environments, the Lead ensures constituent, gift, designation, and engagement data are accurate, reliable, auditable, and trusted across the division. The role emphasizes data pipelines, data quality controls, and data monitoring so that data integrity improves continuously without becoming a manual bottleneck.

While this position does not define enterprise data policy, it exercises significant judgment in applying standards, resolving data issues, and determining when escalation is required to protect institutional data trust and operational continuity.

Responsibilities

Data Operations & Execution Across the Advancement Ecosystem

- Serve as the primary operational owner for Advancement data as constituent, gift, and engagement records are created, updated, moved, and consumed across core systems, including but not limited to the CRM.
- Execute, monitor, and support day-to-day data operations spanning CRM records, integrations, imports, and downstream platforms that rely on Advancement data.
- Support scheduled data cleanup and remediation efforts, correcting and documenting identified data quality issues on an ongoing cadence.
- Investigate and resolve data issues end-to-end while identifying opportunities to eliminate recurrence through automation or improved process design.
- Apply established data standards and operational guardrails consistently in daily execution across systems.

Data Imports, Integrations, and Modern Data Pipelines

- Execute and improve data pipelines and integrations that export Advancement data and move it reliably between systems and to vendors.
- Execute and oversee routine and high-volume data imports, updates, and corrections.
- Validate data accuracy, attribution, and compliance through automated controls, reconciliation checks, and exception handling.
- Identify recurring integration issues and recommend systemic improvements rather than one-off manual fixes.

Data Integrity, Quality, and Automated Monitoring

- Establish and operate data quality and integrity controls at the dataset, pipeline, and application level.
- Run routine data audits and validation checks including rules, thresholds, reconciliations, exception reporting, and alerts across the data ecosystem.
- Leverage automation and AI-assisted tools to detect data inconsistencies, duplicate, and missing values.
- Proactively address root causes of data issues instead of reacting to downstream reporting, audit, or analytics failures.
- Support gift processing accuracy, financial reconciliation, and audit readiness through disciplined, repeatable data operations.

Business Partnership & Issue Intake

- Act as the primary point of contact for Advancement operational data-related requests.
- Translate business needs into executable, scalable data operations solutions that improve reliability and predictability.
- Set clear expectations for scope, timing, dependencies, and escalation paths.

- Reduce ad hoc escalation by creating reliable, predictable execution models for data operations.
- Produce standard and ad hoc reports, lists, and data extracts.

Documentation & Knowledge Management

- Maintain and evolve procedural documentation for data operations, workflows, and data quality controls.
- Capture and preserve institutional knowledge related to data behavior, definitions, business rules, and edge cases.
- Ensure documentation reflects current systems, integrations, automation, and operational practices.

Continuous Improvement & Escalation

- Identify patterns that indicate systemic data, process, or integration issues across the Advancement data ecosystem.
- Recommend operational improvements that increase automation, reliability, and efficiency.
- Escalate data definition conflicts, governance questions, or structural issues to appropriate leadership.
- Support adoption of data governance through consistent, disciplined execution rather than policy enforcement.

Preference will be given to individuals who have experience with CRM Advance or similar Advancement focused CRM platforms as part of a broader data ecosystem; experience stewarding data quality across multi system environments where data is created, integrated, and consumed by multiple platforms; experience implementing or operating automated data quality checks, validation rules, reconciliation logic, anomaly detection, or data observability practices; experience diagnosing data issues across systems, integrations, pipelines, and reporting layers; and familiarity with modern analytics and data platform patterns where CRM and operational data feed enterprise reporting, dashboards, automation, or AI enabled solutions.

Qualifications

Bachelor's degree in business administration or related field. Four years' experience in sponsored research projects management and/or accounting within a university setting with extensive knowledge of state and federal regulations required. Experience in higher education, nonprofit Advancement, or other regulated data environments is preferred.

Degree Equivalency Clause: Four years of direct experience for a bachelor's degree.
* Senate Bill 1310- The Florida Senate (https://www.flsenate.gov/Session/Bill/2023/1310) is conditional upon meeting all employment eligibility requirements in the U.S.
* SB 1310: Substitution of Work Experience for Postsecondary Education Requirements

* A public employer may include a postsecondary degree as a baseline requirement only as an alternative to the number of years of direct experience required, not to exceed:
* (a) Two years of direct experience for an associate degree;
* (b) Four years of direct experience for a bachelor's degree;
* (c) Six years of direct experience for a master's degree;
* (d) Seven years of direct experience for a professional degree; or
* (e) Nine years of direct experience for a doctoral degree
* Related work experience may not substitute for any required licensure, certification, or registration required for the position of employment as established by the public employer and indicated in the advertised description of the position of employment.
* Minimum Qualifications that require a high school diploma are exempt from SB 1310.

About Us

Working at USF

With approximately 16,000 employees, the University of South Florida is one of the largest employers in the Tampa Bay area. We are dedicated to cultivating a talented, engaged and driven workforce that strives to be bold. Employees excel in USF's rich academic environment, which fosters their development and advancement. In 2025, Forbes recognized USF as one of Florida's best large employers, ranked No. 1 among the state's 12 public universities. Our first-class benefits package includes medical, dental and life insurance plans, retirement plan options, employee and dependent tuition programs, generous leave, and hundreds of employee perks and discounts.

About USF

The University of South Florida is a top-ranked research university serving approximately 50,000 students from across the globe at campuses in Tampa, St. Petersburg, Sarasota-Manatee and USF Health. USF is recognized by U.S. News & World Report as a top 50 public university and the best value in Florida. U.S. News also ranks the USF Health Morsani College of Medicine as the No. 1 medical school in Florida and in the highest tier nationwide. USF is a member of the Association of American Universities (AAU), a group that includes only the top 3% of universities in the U.S. With an all-time high of $738 million in research funding in 2024 and as a top 20 public university for producing U.S. patents, USF uses innovation to transform lives and shape a better future. The university generates an annual economic impact of more than $6 billion. USF's Division I athletics teams compete in the American Athletic Conference. Learn more at www.usf.edu.

Compliance and Federal Notices

This position may be subject to a Level 1 or Level 2 criminal background check.

Applicants have rights under Federal Employment Laws:

The University of South Florida is an equal opportunity employer that does not discriminate against any employee or applicant for employment based on any characteristic protected by law. The University maintains programs for protected veterans and individuals with disabilities in accordance with all applicable federal and state laws.

Family and Medical Leave Act (FMLA)

Applicants for USF employment are entitled to request reasonable accommodation(s) in the application process. A request is to be made at least five (5) working days prior to the time the accommodation(s) is needed. Visit the Central Human Resources ADA Accommodations webpage for more information on requesting an accommodation during the application/interview process.

Equal Employment Opportunity

The University of South Florida is an equal opportunity employer that does not discriminate against any employee or applicant for employment based on any characteristic protected by law. The University maintains affirmative action programs for protected veterans and individuals with disabilities in accordance with all applicable federal and state laws. This job description does not constitute an employment contract.