

Enterprise Architect

Overview of the Position

Family Promise is seeking candidates for the Enterprise Architect role. This role is responsible for supporting all of Family Promise's technical ecosystem, executing adoption of new technologies, architecting new technical solutions, managing IT infrastructure, and overall IT management. This employee reports to the Chief Technology Officer.

About Family Promise

Family Promise is the nation's leading nonprofit organization working to prevent and end homelessness. Our holistic, community-based approach to helping families achieve stability makes us unique. We provide a comprehensive set of solutions through prevention, shelter, and stabilization services. Our organization is comprised of more than 200+ Affiliates in 43 states and engages 200,000+ volunteers nationwide. Since our inception in 1988, we have served more than 1 million people — over 177,000 family members annually. In 2021, Family Promise was awarded Charity Navigator's coveted 4-star rating for its ninth consecutive year, a top distinction from America's largest independent charity evaluator. Only 6% of charities achieve this honor.

Family Promise's Core Values reflect the guiding principles that our team practices in their daily service to families in need:

- Hospitality – Family Promise is more than shelter — we are hospitality in action. Our 200,000 volunteers nationwide are companions to families, sharing meals, community connections, and compassion so families can focus on achieving their goals.
- Empathy – Family Promise provides highly individualized, person-centered, trauma-informed care. Empathy is at the center of all we do, and we take the time to understand all perspectives. This ensures we deliver excellent service to our guests and maintain a productive and enjoyable work environment.
- Community – Family Promise builds bridges among neighbors, bringing together existing resources to fulfill our mission. The relationships between family members, volunteers, and staff are transformative and power a

national movement of communities committed to solving the crisis of family homelessness.

- Dynamic – Family Promise is a dynamic organization, taking a holistic approach to ending family homelessness. Our services, advocacy, and leadership are nimble and future-focused, providing customized and evolving solutions.
- Innovation – Family Promise is innovative and entrepreneurial. Our 200+ Affiliates create original programs in response to local needs. These grassroots initiatives are replicated in communities of all shapes and sizes across the country.
- Empowerment – Family Promise empowers all stakeholders – family members, volunteers, donors, community members, businesses, and government officials – to effect change in their communities so families can achieve economic stability and children can access a brighter future.

Responsibilities

- Work closely with stakeholders including Affiliates and national staff to identify, develop, and deploy solutions to business processes.
- Stay current with updates to Salesforce, Tableau, and other ecosystem technology, and industry-wide technology trends.
- Establish a technology strategy and roadmap that enables and supports current and future business capabilities.
- Review all stakeholder requests for architectural significance and solutions accordingly.
- Provide technical direction across solutions to ensure cohesion and agility throughout the Family Promise technical ecosystem.
- Work with leadership team to improve program execution and operational excellence.

Required Qualifications

- Proficient in all aspects of Salesforce administration, configuration, and development analysis. Minimum 3 years as a Salesforce Business Analyst/Administrator
- Demonstrated success in aligning organization's mission and business goals with technical deliveries; has the passion to move FP to a data-driven organization
- Knowledge of the Salesforce API, Salesforce Marketing Cloud, and third-party integrations (Zapier, FormAssembly) are pluses

- Knowledge of Tableau desktop and cloud edition are pluses
- Experience and aptitude for making strategic level recommendations and guiding stakeholders through the solution option analysis
- Positive attitude and a drive to deliver value to our stakeholders
- Creative and analytical thinker with strong problem-solving skills
- Excellent written and verbal communication skills
- Proficiency in using Atlassian's Confluence and Jira products
- Proficiency in using Miro or Lucid Chart
- Proficiency with MSFT Office 365 applications
- Non Profit experience desirable, passion for working in this industry
- Knowledge of the software development process
- Bachelor's Degree or higher , however, we will consider candidates who demonstrate capability through experience in lieu of a Bachelor's.

Bonus Qualifications

- Experience on agile product development teams
- Experience volunteering or working for a nonprofit, especially if it was with a Family Promise Affiliate. (No, we don't expect candidates to have all of these types of experience -- but each will give you a unique advantage in this role!
- Salesforce certification, a plus
- Scaled Agile Framework (SAFe) certification a plus

Salary range for this position is \$85,000-\$95,000.

Family Promise provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state, or local laws. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation, and training.

HOW TO APPLY: Please send resume and cover letter to humanresources@familypromise.org and include "Enterprise architect" in the subject line.