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Position Profile
Director of Database & Systems (Full Time)
Reports to: Director of Systems and IT Operations
Supervisor of: Data & Systems Support Specialist & Database Volunteers

Purpose and Vision
Provide leadership and strategic direction to build and enhance Cross Point's database systems to maximize organizational efficiency and effectiveness through empowering ministry teams to leverage data for insights, planning, and decision making to help people find and follow Jesus.

Teams
Team Member: Central Services Team, Operations Team, Operations Leadership Team, and Data & Systems Team
Team Leader: Data & Systems Team (+/- 3 FTE)

Location, Travel & Working Times
- Monday thru Friday primarily with a few exceptions for special events and shared support
- Cross Point Nashville will be primary office with minimal travel to other Cross Point locations as required

Skills & Abilities

- Strong servant leader with a heart and passion to serve and support ministry teams to help them go further faster
- Passion and curiosity for all things statistical and data systems related in the church with a burden to see data leveraged for impact.
- High competency in church management software similar to Ministry Platform, Planning Center Online and other typical church software and system components
- A builder of systems able to deliver scalable, repeatable, innovative and efficient solutions to diverse data system problems and opportunities
- An excellent interpersonal communicator capable of seeing the big picture while understanding the practical implications and communicating effectively to produce desired outcomes and build relational influence
- Great managerial and team-building skills, along with experience coaching/developing other leaders

Primary Responsibilities:

- **Team Leadership**
  - Serve as a member of the Operations Leadership Team focused on bringing strategic solutions that help the Operations Team develop integrated strategies and enterprise solutions to support ministry teams
  - Provide leadership and oversight for the database and systems team, with an emphasis on delivering excellent service and leveraging data to support other ministry teams
  - Recruit, train, and develop team members and volunteers to ensure a high level of expertise, efficiency, innovation, and integrity.
  - Serve as the primary internal voice for data team, advocating for its needs, challenges, and opportunities

- **Data Strategy**
  - Collaborate with the Director of Systems & IT Operations to set develop and implement a comprehensive data strategy aligned with the church's goals and vision.
  - Develop the strategies and tactics for all database systems and functions to maximize alignment and effective use of data systems.
  - Collaborate with leadership and ministries to identify key performance indicators (KPIs) and metrics to track and analyze church activities and outcomes.

- **Database Management**
  - Oversee the design, development, architecture, and maintenance of the organization's database systems.

- ○ Ensure data integrity, accuracy, and security across all systems and platforms.
- ○ Develop and implement data governance policies and procedures to standardize data management practices.
- ○ Oversee implementation of data systems projects from inception to completion including collaboration with internal teams, vendors, and 3rd party developers.

- **Church Management Systems Administration**
  - ○ Manage and optimize the church management software (ChMS) and connected systems to support the needs of various departments and ministries.
  - ○ Oversee and provide technical support and training to staff and volunteers on ChMS usage, best practices, and functionality setting minimum standards for various staff roles.
  - ○ Collaborate with vendors and contractors to troubleshoot issues, implement updates, and customize functionalities as needed.

- **Data Analytics:**
  - ○ Oversee the creation of visualizations and dashboards including complex views and reports to support ministry leaders by making data accessible and consumable for decision making.
  - ○ Provide insights and recommendations based on data analysis to support decision-making at all levels of the organization including the development and automated distribution of standard data reports.
  - ○ Identify trends and patterns in data or data usage that help point to new data opportunities to grow team capabilities and opportunities.

- **Team Collaboration and Training:**
  - ○ Work closely with department heads and ministry leaders to understand their data needs and requirements as well as system feedback from users.
  - ○ Oversee the training and equipping of staff and volunteers on data systems including Ministry Platform, Planning Center, Mortarstone, Full Method, the Cross Point app, and other tools for making data-informed decisions.
  - ○ Promote and foster a culture of data literacy and accountability within the organization including gathering stories of data team wins and positive impacts on ministries.
  - ○ Lead and oversee the recruiting, training, and management of database and systems volunteers.

- **Technical Leadership and Innovation:**
  - ○ Stay informed about emerging technologies and trends in database management and church administration.
  - ○ Develop and implement SOP's related to technical systems and processes
  - ○ Evaluate and recommend new systems, tools, and methodologies to improve efficiency and effectiveness.
  - ○ Lead initiatives to automate processes, streamline workflows, and enhance data accessibility and usability.

Requirements & Experience:

- 5+ years experience with data and/or analytics related role
- Church management software experience or very close and comparable marketplace system
- Experience in leading small teams and the ability to build strong interpersonal relationships
- Experience with data visualization and data analytics
- SQL,Power Automate & PowerBi experience preferred