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Job Announcement

Position: IT Manager and Business Analyst
Supervisor: Director of Human Resources and Administration
Location: Cambridge, MA
Start Date: December 2009
Contact: Jen Stine
Director Human Resources and Administration
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SUMMARY

Root Capital seeks an information technology (IT) manager and business analyst to support the development of tools and technology solutions that meet our growing organization's needs and goals. The Manager will evaluate current practices, research and recommend solutions, implement project plans, manage outsourced IT vendors, and provide targeted IT support and maintenance to ensure the efficient and effective use of technology resources. S/he will collaborate extensively with all staff to meet organizational IT priorities. As Root Capital is currently migrating various systems to Salesforce.com, a significant portion of the Manager's time will be devoted to Salesforce.com operational support, maintenance, customization, and other integration projects. The ideal candidate will be excited to guide the team in business process improvement, and have a creative, flexible approach to problem-solving. S/he should also possess: IT project implementation experience; strong analytic skills; experience with Salesforce.com, Windows servers, collaboration tools, and Web development; demonstrated success with project management and meeting facilitation; an ability to communicate technical information to non-technical individuals; and a passion for Root Capital's mission of conserving vulnerable natural resources and promoting equitable social development in rural areas of the developing world.

MISSION AND HISTORY OF ROOT CAPITAL

Root Capital's mission is to pioneer finance for grassroots businesses that build sustainable livelihoods and transform rural communities in poor, environmentally vulnerable places.

Root Capital is a nonprofit social investment fund that provides credit and financial education to grassroots organizations—such as farmer and artisan associations as well as private businesses—in developing countries that have socially and environmentally responsible practices. Headquartered in Cambridge, Massachusetts, Root Capital currently has field offices in Costa Rica, Mexico, Peru, and Kenya. By offering loans and financial training to small and growing businesses in rural areas of the developing world, Root Capital aims to fill the “missing middle” of finance—serving organizations caught in the gap between microfinance and traditional banking. Root Capital's support enables borrowers to take advantage of good business opportunities and rising demand for their products by providing loans and technical assistance needed to grow operations, invest in infrastructure, or manage cashless periods before harvest time.

Founded in 1999, Root Capital has grown dramatically over the past decade. In 2008, Root Capital disbursed \$41 million in loans to 145 clients in 26 countries, representing a 50% increase in disbursements from 2007. Root Capital's 2009 operating budget is \$5 million and current staff numbers 35. As of December 31, its lending capital is nearly \$25 million. Loans range in size from \$25,000-\$1 million and support the production of coffee, cocoa, nuts, essential oils, and other sustainable natural products.

RESPONSIBILITIES

1. Support the development of tools and technology solutions: assist with the identification, definition and prioritization of IT-related projects; manage the implementation of these projects; balance competing projects and communicate with staff about timelines and expectations.
2. Ensure the efficient and effective use of Root Capital's technology resources: identify gaps and inefficiencies in current business practices; research services and solutions; provide recommendations and budget estimates.
3. Manage Root Capital's transition to Salesforce.com. Support the migration of existing business practices, develop new functionality, support ongoing customization, and provide daily operational support and maintenance.
4. Leverage third-party integration tools (e.g. Vertical Response) from the AppExchange when needed.
5. Manage the implementation of Root Capital's technology plan ensuring alignment with organizational business strategy and goals.
6. Determine best IT practices for global staff that enhance communications, support, and productivity.
7. Manage relationships and work plans for IT vendors to ensure that a proactive and reliable IT infrastructure is in place.
8. Participate in larger technology community by monitoring trends, attending conferences and maintaining a current knowledge of cutting-edge practices.

QUALIFICATIONS AND EXPERIENCE

1. Bachelor's degree with 3-5 years of information technology experience.
2. Strong business process analysis skills with experience developing and documenting process flows, defining roles and responsibilities, defining requirements, and leading or facilitating implementation.
3. Demonstrated experience with CRM systems. Experience with Salesforce.com strongly preferred. Salesforce.com certification desired but not necessary.
4. Experience with Windows servers, collaboration tools, and Web development.
5. Strong team player with a proactive, service-oriented attitude.
6. Demonstrated ability to work in a fast-paced environment, ideally in a non-profit setting.
7. Strong creative, analytical and problem-solving skills.
8. Excellent project management skills.
9. Excellent verbal and written communication skills with the ability to communicate technical information to non-technical individuals.
10. Relevant experience working in an international setting or organization preferred; Spanish fluency ideal, but not required.
11. Good sense of humor.
12. Shares Root Capital's commitment to worldwide poverty alleviation and environmental conservation.

SALARY: Commensurate with experience.

APPLICATIONS AND NOMINATIONS

More information about Root Capital is available at www.rootcapital.org

Applications are due by November 30, 2009. Candidates are strongly encouraged to apply as soon as possible.

Applications including a resume and cover letter describing your interest, qualifications, language abilities, salary requirements, and how you learned of the position should be sent to: jobs@rootcapital.org. Please type "IT MGR" followed by your name (Last, First) as the subject line of your email (e.g. "IT MGR – Santos, Elizabeth"). Finalist candidates will be required to provide at least three work-related references.

Root Capital is an equal opportunity employer.