



# TEXAS BAPTISTS®

BAPTIST GENERAL CONVENTION OF TEXAS

## OPEN POSITION POSTING

**Opening Date:** February 12, 2019

**Closing Date:** Until Filled

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**Position Title:** IMT Data Technician

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**Department/Division:** Information Technology

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**Job Type:** Regular Full-Time, Exempt

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**Location:** 7557 Rambler Road, Suite 1200, Dallas, TX 75231

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**BASIC FUNCTION:** To support and enhance Baptist General Convention of Texas constituent information in the corporate Customer Relationship Management (CRM) system.

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**Position description/objective:** *NOTE: Some descriptions may have more specific duties and/or goals and objectives attached to this form. Such attachments normally reflect unique aspects of specific locations, shifts, departments, etc.*

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- \*1. Input and maintain information in our corporate CRM solution.
- \*2. Provide quality assurance and standardization of constituent information, including resolution of duplicate data and creating accounts.
- \*3. Supply information updates for new data set conversions and existing constituent updates; complete open actions for constituent information updates from other ministry areas; monitor IMT public folder for information change requests and perform updates; and route questionable updates for verification.
- \*4. Provide first level user support and basic one-on-one training for the BGCT CRM solution.
- \*5. Create and run queries, reports, lists, and exports for specific data sets as requested by other ministry areas or outside affiliates.
- \*6. Produce and disseminate canned and custom reports.
- \*7. Provide information management services to accomplish the mailing of the Annual Church Profile and the processing of the information (statistical as well as leadership data) into the CRM system.
- \*8. Respond to requests for current and/or historical information regarding BGCT churches and staff.
- \*9. Administer the giving platform tool.
- \*10. Update web pages in the giving platform tool.
- \*11. Process online gifts as assigned.
- \*12. Administer Woman's Missionary Union order shopping cart store and process WMU orders.
- \*13. Maintain extensive knowledge of all programs/ministries of the Information Management Team and able to respond to requests for information accurately and timely as well as a working knowledge of all BGCT products and services.
- \*14. Attend meetings and participate in training as required.

**IMT Data Technician**

- \*15. Maintain compliance with the BGCT policies and procedures. Maintain compliance with all state and federal laws and regulatory requirements.
- \*16. Perform other duties as required.

\*Task which is considered to be an essential and primary function of the job.

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**Required skills and experience:** *NOTE: These requirements represent minimum levels in order to perform the job on a satisfactory basis. Candidates must have the ability to satisfactorily perform the essential functions of the job.*

1. In-depth understanding of a comprehensive field of knowledge, generally acquired through an earned bachelor's degree in related field or equivalent minimum of 2 years proven experience in related field.
2. Active membership in a church supportive of the BGCT during employment.
3. Commitment to Christian principles and teachings both professionally and personally, with an understanding and commitment to Baptist distinctives.
4. Expertise with operation and functionality of current CRM solution.
5. Ability to learn processes and systems quickly.
6. Knowledge of customer service, customer support, order processing and product inventory industry standard practices and procedures.
7. Knowledge of and ability to use online knowledgebase for issue research and resolution (or current CRM solution support methods)
8. Creative problem solving and solutions design skills.
9. Expertise of computer software used by the BGCT, including MS Office, Google Apps, and current operating system.
10. Ability to quickly assess user issues and accurately route to the proper resources for resolution.
11. Proficient client management skills.
12. Ability to maintain confidentiality.
13. Ability to establish and maintain effective working relationships with staff, vendors, churches, committees, organizations, etc.
14. Professionalism in the workplace to include professional and accurate communication with others.
15. Excellent organizational skills; ability to multi-task.
16. Proficient ability to exhibit detail-oriented skills necessary to understand and manage a wide range of information from a vast amount of entities; ability to concentrate on fine detail with some interruption; ability to focus attention on tasks for 45-60 minutes at a time on a continuous basis.
17. Proficient ability to speak, read and write English; to speak clearly and make self understood in face-to-face interactions; to articulate with accuracy on the telephone; to hear and receive verbal instructions, answer phones, and proficiently communicate in situations with some background noise.
18. Work deals often with areas such as preparing and reading data and figures, reports; visual inspection involving small details. Although important, depth perception and field of vision (peripheral) are not as critical as the ability to distinguish small details and markings very near to the observer.
19. Ability to understand and relate to the theories behind several related concepts; ability to remember verbal and written tasks/assignments from a few hours to long periods of time.

**CONTACT:**  
**Human Resources**  
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**Texas Baptists is an Equal Opportunity Employer.**

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