Director of Enterprise Applications

Who We Are:

Water Mission® is a Christian Engineering Ministry focused on saving lives by providing sustainable access to safe water and sharing the good news of eternal salvation through Jesus Christ. As a Christian ministry we exist to honor God by loving Him, loving other people, and being intentional about sharing God’s love for us through his Son Jesus. As an engineering organization we design, construct, and implement safe water, sanitation, and hygiene solutions for people in developing countries and disasters.

The ministry was founded in 2001 as a 501(c)3 public charity. Our commitment to our Core Values of Love, Excellence, and Integrity has positioned the ministry to be used by God to develop innovative engineering and community development systems, processes, procedures, and technologies that have provided safe water and the Gospel to over four million people in 55 countries. Currently, Water Mission is headquartered in Charleston, South Carolina where a staff of approximately 70 engineers and specialists in the areas of logistics, community development, Biblical stewardship, marketing and communications, donor care, finance/accounting, and information technology, support a global staff of approximately 350 engineers, technicians, community development specialists, and support personnel in country programs located in Africa, Asia, Latin America, and the Caribbean.

Charity Navigator has awarded Water Mission its top four-star rating 12 years in a row, a distinction shared by less than one percent of the charities rated by the organization. Since its inception, Water Mission has felt called to a two-part strategy. Part one is to implement best in class safe water projects to save people’s lives. Part two is to be a resource to other global implementing organizations in order to achieve transformational scale in the rate at which people’s lives are saved. For the last nine years, we have witnessed the Lord’s blessing of this ministry that has positioned us to accomplish our strategy. Significant and sustained growth in the ministry is now requiring that we restructure our current organizational structure and recruit experienced and highly talented executive leaders. Learn more about Water Mission at watermission.org.

Position Summary:

Under the direction of the Chief Information Officer, the Director of Enterprise Applications is responsible for leading and managing the team responsible for determining how new and existing applications, legacy systems, databases and Web Interfaces, which may be currently operating on multiple platforms, work together to solution new and emerging enterprise business requirements.

The Director of Enterprise Applications must possess expertise in the business areas they support, as well as an in-depth understanding of Water Mission’s enterprise systems and capabilities. Interacts with vendors to facilitate optimum use of software and coordinate support with vendors as well as facilitate software training for ministry partners (Vendor Facilitation); Prepares, reviews, executes and coordinates system, integration, and regression testing for solutions as needed (Quality Assurance); Provided enterprise-wide application support for specific software application(s) (Application Support); Contributes to the integrity and quality of ministry data at the application and database level (Data Stewardship); and provides guidance to team members in pursuit of agreed upon goals and projects and informs leadership of effort status and barriers to be overcome (Leadership).

Position Responsibilities:

- Exemplify servant leadership while upholding the vision, mission, and values (love, excellence, and integrity) of Water Mission in all aspects of program leadership
• Maintain a strong Christian witness to colleagues, vendors, donors, beneficiaries, volunteers, and partner organizations
• Acts as project manager for the project efforts which align with the team’s area of specialization.
• Produces deliverables related to projects, work requests, and system enhancements as agreed, or per standard procedure
• Develops, manages, and/or interprets business requirements by identifying business needs or opportunities and solutions to business problems through customer and stakeholder contacts and conducting strategic organizational research
• Assists in the business process redesign and associated documentation in support of changes related to new or changing technology
• Develops systems solutions requiring analysis and research, has experience in systems analysis, design, and a solid understanding of development, quality assurance and integration methodologies
• Participates in component and data architecture design and software product evaluation
• Validates that system and process implementations meet customer requirements
• Demonstrates an informed knowledge of a business area to resolve problems on an ongoing basis by providing functionality and configuration expertise
• Learns and keeps current on new, changed, and future proposed application functionality, as well as development/release schedules, and develops methods to efficiently reuse existing components
• Maintains knowledge of relevant hosting infrastructure, integration points and processes, as well as high level knowledge of hardware and network infrastructure for each application environment
• Maintains vendor relationship and partners with vendor to troubleshoot and identify cause of reported issues and implement bug fixes or system upgrades
• Creates, or advises and approves the development of application test plans and execution of proper testing for the assigned set of applications. Executes test plans when appropriate
• Participates in creating and maintaining one or more accurate test environments
• Involved in the full systems life cycle and is responsible for designing, configuring, testing, implementing, maintaining and providing level 3 support for application software
• Recommends improvements to data quality and hygienic processes within the technology and business architectures; reviews and provides feedback into data integrity procedures, processes and policies that efficiently enhance data integrity
• Contributes to a team culture of customer service and continuous process improvement

Qualifications Required:
• Personal and living relationship with Jesus Christ as Savior
• Alignment with Water Mission’s Statement of Faith and Core Values of Love, Excellence, and Integrity
• Bachelor’s degree in Information Systems, Computer Science, or Business Management
• 1-2 years of experience performing business or systems analysis
• 2-5 years of experience in system and application support or as a power user
• Alignment with the principles of servant leadership as embraced within Water Mission
• Formal application training and/or comparable experience in systems including but not limited to: CRM systems such as Raiser’s Edge or Studio Suite (Donor Direct), Application Integration, SharePoint Services, SQL (Microsoft SQL Server), eCommerce platforms, Workflow
• Proficient in the full suite of Microsoft Office products, Visio (Microsoft)
• Experience working with systems supporting complex enterprise-wide business processes
• Experience documenting information systems architecture, as well as requirements and use cases
• Familiarity with concepts of data governance, data integrity management, and data structures, as well as knowledge of data quality and industry standards around data management
• Experience with creation, review, and execution of test cases as well as testing methodologies and test plan development
• Strong knowledge of project management methodologies
• General knowledge of ETL methodologies and tools a plus
• Strong knowledge and experience with SQL desired
• Strong business process knowledge beneficial

Competencies:
Results oriented
• Sets stretch goals
• Strives to achieve goals
• Develops standards against which to measure behavior and performance

Managing Performance
• Takes action without being asked or required to do so
• Operates well in situations when the consequences of decisions and actions are unclear

Continuous Improvement
• Regularly analyzes systems, processes, and performance trends to identify opportunities for improvement
• Provides others with tools and approaches to solve problems and improve processes

Technical Expertise
• Has and uses knowledge of basic techniques and concepts
• Develops technical solutions requiring modifying existing methods and sometimes creating new methods and techniques

Attention to Communication
• Organizes and expresses ideas clearly
• Creatively identifies and utilizes effective communication methods and channels

Interested, qualified applicants should apply at: https://watermission.org/careers/