Common Impact has built the leading model for skills-based volunteering, connecting talented professionals from global companies to high-potential local nonprofits. As corporate engagement and investment in social challenges deepens, Common Impact is expanding and evolving to meet the new demands of this exciting field.

Common Impact seeks an IT Consultant to apply a strategic technology lens to facilitating cross-sector partnerships and bringing Common Impact’s operations to scale. The IT Consultant will have both an internal and client-facing role, and have the opportunity to partner with Common Impact’s consulting team, its nonprofit clients across mission areas, and its Fortune 500 partners. Common Impact’s corporate partners include some of America’s leading companies such as Charles Schwab, Fidelity Investments, John Hancock, JPMorgan Chase and State Street Corporation.

This position offers an exceptional opportunity for a mid-career leader with a mix of consulting and technical skills to join Common Impact’s talented team, and to expand a proven model of social impact. The successful candidate will be a strategic thinker with knowledge of a diverse range of technologies. While deep expertise in each dimension of technology is not required, the ideal candidate will have working knowledge of cloud platforms, website and database technology, and networking infrastructure enabling them to support our nonprofit clients in scoping and identifying high impact technology initiatives. S/he will have a proven track-record successfully managing a wide range of simultaneous projects; will possess excellent verbal and written communication skills, which includes an ability to translate technology into layman’s terms; and will bring an interest and commitment to working with diverse communities in order to fulfill Common Impact’s mission.

Position Detail

As the IT Consultant you will be responsible for:

- **Identifying and scoping technology projects at high-performing nonprofits.** You will field questions and read proposals from interested nonprofit applicants, select a subset of organizations from the initial applicant pool, conduct second round interviews, and make final selections to determine our client portfolio. You will be responsible for working with 15-20 nonprofit clients each year and developing technology strategies for those clients. You
will understand each client’s business process, determine what projects would be of greatest benefit, and write requirements documents for your recommended solutions. Our assessments typically cover topics such as information systems, networking, CRM development, and website development.

- **Facilitating successful engagements between nonprofits and employee-volunteer teams.** Common Impact offers many different projects to corporate employee-volunteers: someone can join a day of service project, a six-month team project, or act as a coach or mentor to a nonprofit. You will be responsible for managing these teams as they build projects like databases or websites, and for overseeing the entire implementation to ensure that the project goes smoothly. Our goal for each of these projects is that our nonprofit clients receive a quality, manageable technology solution and that our employee-volunteers have a rewarding experience.

- **Supporting the growth of Common Impact’s services.** Common Impact has offices in Boston, MA and Brooklyn, NY and operates programs in 21 cities across the country. As we continue to grow, you will work closely with our CEO and Director, Partnerships to build systems that facilitate this growth. The IT Consultant will play a critical thought leadership role, leading Common Impact’s strategy to use technology to deepen partnerships between our corporate and nonprofit partners, and enable the increased automation of our operational processes to maximize the time and talents of our consulting team. In addition, the IT Consultant will oversee the maintenance and evolution of our internal IT systems including Salesforce.com, Microsoft Office 365, and Expression Engine (website platform) through direct support and the management of Common Impact’s technical support vendors.

- **Enhancing the organizational culture at Common Impact.** At Common Impact, we strongly believe that the spirit in which we do our work is as important as the work itself. We pride ourselves on excellence, innovation, fostering collaboration between groups that might not otherwise interact, and a willingness to have fun with our work. A successful candidate for this position will also hold these values.

**Location:** Boston, MA

**Travel:** Approximately 5-10% for key client meetings and staff retreats

### Core Skills Required

The IT Consultant is a unique, exciting position that will allow you to use and develop a number of different skill-sets. We require that every candidate be:

- **An excellent problem solver and critical thinker who can synthesize information, ask insightful questions, and spot trends quickly.** You should feel comfortable in situations where you are simultaneously interviewing a client, taking notes, summarizing information back to the client, anticipating the next question you’ll ask, and reflecting on how you’ll use the information once you return to the office.

- **A self-starting, energetic leader who elicits the respect and trust of staff and external partners.** In this position, you’ll get to work with everyone from a director of a two-person nonprofit to a C-level executive of a Fortune 500 company. We are looking for someone with
a strong sense of good consulting practices and who knows how to lead client meetings to successful outcomes.

- **An independent worker who can juggle a wide range of simultaneous projects.** Each Consultant manages 15 to 20 engagements with nonprofit clients and skills-based volunteer teams over the course of a year. We’re looking for a successful engagement manager who is organized, who is able to keep track of many small details, and who can handle projects with competing priorities.

- **An excellent verbal and written communicator who is able to translate technology into layman’s terms.** Some of our nonprofit clients do not have anyone on staff who is formally trained in technology. In addition, applying the skills of corporate technology employees into a usable scope of work at a nonprofit environment can be require deft and clear translation. Thus, excellent written and verbal technical communication is critical for this position.

- **An experienced technology project manager:** The IT Consultant will be required to assess, scope and manage nonprofit technology challenges, requiring an understanding of the different dimensions and points of integration of technology systems. The ideal candidate has 7-10 years of experience managing technology projects from conception to completion.

- **A creative technical thinker and strategist:** The IT Consultant will be an imaginative problem solver, and have a demonstrated ability to flex and redesign our project management process to meet unique client needs and environment where needed. The ideal candidate will have experience designing and launching innovative advancement technologies, processes and change management solutions.

- **Knowledgeable about a diverse range of technologies.** Common Impact and its clients use a wide range of technologies including: Salesforce.com (nonprofit starter pack and standard business instance), open source web content management systems, HTML, Java, and Microsoft Office 365. While we do not expect the IT Consultant to have experience with all of these technologies, knowledge in these areas is a plus.

- **Committed to working with diverse communities.**
- **Enthusiastic for the mission of Common Impact.**

## How to apply

To apply for this position, please submit your resume and cover letter to jobs@commonimpact.org, with “IT Consultant – Last Name, First Name” in the subject line (for example, IT Consultant – Doe, Jane). Applications will be accepted on a rolling basis.

Your cover letter should address the following questions:

1. Please describe your background in information technology, particularly your experience analyzing business needs and translating them into technology solutions.

2. In this role, you will be consulting to nonprofits to design technology solutions, and working with corporate employee-volunteers to build these solutions for the nonprofit clients. Please
describe what effective consulting means to you and how you consult to other organizations, including at least one specific example that illustrates this.

3. A cornerstone of the Common Impact model is that we deliberately seek collaboration between groups that might not otherwise interact; we accomplish this by joining skilled volunteers from leading companies with staff members from nonprofit organizations to implement a discrete project. We recognize that no one person is an expert with the answer to every question, but we believe that powerful change can occur when people with differing skill sets work together.

Nevertheless, bringing these groups together is not always a simple task, as individual participants often come from vastly different backgrounds. Please describe one specific experience you have had facilitating a relationship between people whose backgrounds were dissimilar from your own. How was this experience challenging for you? What role did you play to mitigate differences? What did you learn from this experience about interacting with others and developing successful relationships?

4. What are the skills that you hope to develop in this position?

Common Impact is an equal opportunity employer committed to building a diverse community and does not discriminate on the basis of race, ancestry, national origin, color, religion, gender, age, marital status, sexual orientation, disability, or veteran status.

About Common Impact

Common Impact is a nationally-recognized nonprofit that works to build a society in which individuals and businesses invest their unique talents towards a shared purpose: strengthening the local communities in which we live and work. We connect corporate employees to nonprofit organizations with proven models to tackle the greatest challenges our communities face.

We break down barriers that exist between sectors and industries to create meaningful partnerships between companies, social sector organizations and the people that drive them. The common purpose of these connections: to deliver real value to each partner through innovations in community engagement, and ultimately to address deeply rooted and complex social challenges.

With a deep understanding of both mission-focused and business goals, Common Impact enables growing nonprofits to achieve even greater results in our communities, while simultaneously engaging corporate employees in dynamic and challenging opportunities that develop their skills and unlock successful, purpose-driven careers.

Founded in 2000, Common Impact has partnered with Fortune 500 companies and hundreds of the country’s leading nonprofit organizations to create this transformational change. Learn more about our services, our impact, the companies we work with, and our nonprofit partners.