Manager, Business Systems & Data

Location: Waterloo – in office with some work-from-home flexibility (remote is not an option)
Reports to: VP Finance & Resources
Organization: Shad Canada
Type: Full-time, Permanent
Salary: $100,000-$110,000

Come work with us! We're looking for a **Manager, Business Systems & Data** who has a demonstrated capability in guiding technology strategy and maximizing effectiveness of key business systems while also providing hand-on support for the day-to-day operations of the organization.

About Us

Shad Canada is a national non-profit that empowers exceptional high school students to unlock their full potential through immersive STEAM and entrepreneurship programming. We have over four decades of success delivering life-changing and transformational programs to over 27,000 alumni with our 25 post-secondary campus partners and counting. Our programs are known for finding remarkable students, with varying life experiences, who are engaged and passionate about making a difference in their communities and beyond.

About the Role

Based in Waterloo, this **full-time position** will manage the relationship with our 3rd party IT service provider, lead our Salesforce and Power BI environments, help guide the early, responsible adoption of AI tools, and make sure the data we rely on is accurate and trusted.

This is a role for someone who enjoys thinking about how our systems can evolve to support growth and who is equally happy rolling up their sleeves to fix a flow, build a report or validate data integrity. You will work with everyone throughout the organization from departmental team members to the senior leadership team, translating business needs into practical technology solutions.

Specific responsibilities include:

IT Service Provider & Vendor Management

- Manage the IT systems budget, including licensing, subscriptions and vendor contracts
- Serve as the primary point of contact for our 3rd party IT service provider; set priorities, monitor service levels and hold them accountable to the contract
- Manage relationships with software vendors and consultants, including renewals, negotiations and evaluations
- Assist in developing and maintaining IT policies and procedures, including acceptable use, data governance, access management and AI use

Business Systems and Data Management

- Act as the organization's lead **Salesforce** administrator, including Nonprofit Cloud configuration, users, profiles, permission sets and security
  - Design and maintain objects, fields, page layouts, validation rules, and flows
  - Build and maintain reports and dashboards that support operations
  - Manage integrations and connected apps (e.g. donation platforms, email marketing, etc.)
  - Manage the release cycle, sandboxes, testing and documentation for changes
- Lead the implementation and ongoing development of **Power BI** as the organization's reporting and analytics platform
  - Manage the connection to Salesforce, Submittable and other data sources; build and maintain data models, refresh schedules and workspaces
  - Develop dashboards and reports for leadership and department directors
  - Train staff to use and interpret reports
- Lead the early-stage adoption of **AI tools**
  - Develop and maintain an AI use policy
  - Ensure confidential information is protected when AI tools are used
  - Provide staff training and keep leadership informed on emerging opportunities and risks
- Own **data quality standards** across systems: consistent definitions, naming conventions and data entry rules
  - Lead regular data audits, deduplication, cleansing and import/export processes
  - Create and maintain a data dictionary and document how data flows between systems
  - Ensure compliance with privacy legislation (e.g. PIPEDA, Canada's Anti-Spam Legislation)

Projects & System Implementations

- Project manage system selection and implementation projects from needs assessment and RFP through configuration, data migration, testing, training and launch with support from departmental experts
- Identify opportunities to streamline and automate business processes across departments

Light Development & Integration

- Write and maintain scripts, formulas and automations (e.g. Salesforce Flow, SQL/SOQL, Power Query with M, Python, Retool)
- Work with APIs and integration tools to connect systems

For most of the year, this role will have regular business hours (37.5 per week). There are times within the year – specifically during the application cycle and programming - where this role may require additional flexibility to support the business' needs.

About You

- Degree or diploma in Information Systems, Computer Science, Business Technology Management or a related field, or an equivalent combination of education and experience
- 5-7 years of progressive experience in business systems, IT or data management, including at least 2 years in a lead or supervisory role[KB4.1][CM4.2]
- Advanced Salesforce administration experience; Nonprofit Cloud or NPSP experience strongly preferred

- Experience with Retool, Microsoft and Google administration, Google tools (drive configuration, sheets, forms, My Maps), MS Excel
- Hands-on experience implementing Power BI with Salesforce integration
- Strong understanding of data management, integrity, governance and privacy principles
- Developer knowledge in one or more of: Salesforce Flow; Apex or SOQL, SQL, Power Automate, Python or JavaScript, REST APIs
- Familiarity with generative AI tools and their practical, responsible use in an organization
- Demonstrated experience managing an outsourced IT service provider
- Proven track record leading system implementations or major upgrades from start to finish
- Experience in the not-for-profit or charitable sector is an asset
- A continuous improvement mindset with a drive to identify efficiencies to facilitate growth

Things you bring:

- Strong communication skills – you explain technical concepts in plain language and build trust with staff at every level
- Service- minded – you are patient, approachable and genuinely enjoy helping colleagues succeed with technology
- Detail-oriented – you care about accuracy, documentation and doing things the right way
- Problem solver – you approach issues analytically, find root causes and look for practical, cost-effective solutions
- Curious and current – you keep up with emerging technology, including AI, and assess new tools with enthusiasm and good judgment

Why Join Shad Canada

- Be part of a mission-driven team shaping Canada's next generation of leaders
- Competitive compensation and benefits package including health and retirement benefits
- Collaborative, innovative, and values-based work environment

Shad Canada values the diverse and intersecting identities of its participants and team members. We believe that equity and diversity is an integral part of the Shad community and are committed to accessibility for all. We look for applicants who embrace our values of equity, anti-racism and inclusion. As such, we encourage applications from candidates who have been historically disadvantaged and marginalized, including applicants who identify as First Nations, Métis and/or Inuit/Inuk, Black, racialized, a person with a disability, women and/or 2SLGBTQ+. All qualified candidates are encouraged to apply.

Interested applicants should apply to **hiring@shad.ca** by **December 6, 2026**. Please include a cover letter along with your CV explaining why this position is of interest to you.

We thank all applicants for their interest in the position, but only those selected for an interview will be contacted.