



Job Title: IT & Business Intelligence Coordinator

Location: Birmingham, AL (Hybrid: remote and on-site as scheduled)

Type: Part-Time Contractor \$2500 – 6 months

Reports To: Executive Director

Organization: Entrepreneurship Center for Growth and Excellence

About the Organization

The Entrepreneurship Center for Growth and Excellence exists to strengthen neighborhood-based economies by supporting small businesses and entrepreneurs in Birmingham. Our work is grounded in listening first—understanding real business needs and responding with practical, data and community-centered solution.

This position will support the EC as part of the Reinvest Birmingham federal grants program.

POSITION SUMMARY:

The IT & Business Intelligence Coordinator is responsible for the Entrepreneurship Center for Growth and Excellence's (EC) full technology environment — from day-to-day technical cloud support, building automated workflows, integrations, and data systems and cyber protection that turn the organization's information into actionable insight. This role coordinates the EC's IT tech stack and connectivity, builds and maintains Microsoft M365 and Azure Cloud, SQL databases schema and API connectors, and designs visual dashboards and reports that help leadership and program staff understand impact and make data-informed decisions. The ideal candidate is equally comfortable troubleshooting a laptop, building data dashboard, complex database queries, building automated workflows, and designing complex visual dashboards and reports.

KEY RESPONSIBILITIES:

- Manage and maintain the organization's IT tech stack and maintaining software platforms and tools.
- Maintain computer connectivity and networking, troubleshooting internet, Wi-Fi, and local network issues as they arise.
- Perform limited server maintenance and administration and coordinating with vendors or hosting providers as needed.
- Manage user accounts, permissions, and access across organizational systems.
- Design, build, and maintain automated workflows that streamline data collection, reporting, and cross-system processes.
- Build and manage API connectors to integrate data across CRM, grants management, program, and financial systems.
- Design, maintain, and optimize SQL databases, ensuring data integrity, security, and performance.
- Design and build visual business intelligence reports and interactive dashboards that translate program, financial, and impact data into clear insights.



- Partner with program and leadership staff to identify key metrics and build reporting tools that support decision-making and funder reporting.
- Conduct data analysis to identify trends, patterns, and opportunities across program and organizational data.
- Maintain and update dashboards and reports on an ongoing basis, ensuring accuracy and relevance.
- Document data structures, workflows, and integrations and streamline data collection and reporting metrics where possible.
- Monitor and respond to cybersecurity threats, vulnerabilities, and incidents across the organization's systems.
- Implement and maintain security best practices, including access controls, data backups, and endpoint protection.
- Develop and maintain IT security policies and staff training/awareness on cybersecurity practices.
- Ensure organizational data — including donor, funder, and program participant information — is stored and handled securely and in compliance with applicable requirements.

REQUIRED EXPERIENCE

- Proven knowledge and background or Certification as Information Technology, Computer Science, Data Analytics, Cloud, Programmer or Developer professional experience.
- Minimum of 2-4 years of experience in IT support, systems or administration, or a related technical role.
- Experience building automated workflows and API integrations across multiple software platforms.
- Systems, process, reporting and structural thinking on how technology can help solve business problems.
- Experience building business intelligence dashboards and reports using tools such as Power BI, Tableau, or similar.
- Working knowledge of cybersecurity fundamentals, including endpoint protection, access management, and incident response.
- Comfortable providing hands-on technical support and training and troubleshooting connectivity and limited hardware issues.
- Strong problem-solving skills and ability to manage multiple technical priorities independently.

PREFERRED EXPERIENCE:

- Experience supporting IT systems in a nonprofit, business, or grant-funded environment.
- Experience with workflow automation platforms (e.g., Microsoft, Zapier, Power Automate, etc)
- Familiarity with CRM and grants management systems (e.g., Salesforce, Fluxx, or similar)
- Basic server administration experience
- Relevant certifications are a plus (e.g., CompTIA Security+, Microsoft Certified: Data Analyst Associate, or similar).



Interested Candidates Should:

Email all submission to: connect@ecbham.com by Aug 12, 2026

Subject line: “Applying for *IT Business Intelligence Role*” and First and Last Name”

Completed Submissions include:

- Resume
- Cover letter
- Links to any relevant community projects or portfolios
- Three professional references