

# Creating Value and Saving Money on Nonprofit Tech



*Advancing mission  
through the effective  
use of technology.*

# Learning Objectives

- Learn the role IT can play in the success of your nonprofit as you grow
- Understand in general when to outsource, when to build talent in-house, when to hire
- Learn what IT is needed at different sizes and stages of growth
- Be familiar with typical IT job descriptions and roles at nonprofits

Presenter



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Presenter



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## About Community IT

*100% Employee  
Owned*

*Advancing mission through  
the effective use of  
technology.*

[www.communityit.com](http://www.communityit.com)



**Channel Futures.**  
Leading Channel Partners Forward

**MSP 501**  
2022 WINNER

# Poll 1: What Size Is Your Nonprofit?

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1. 1-10
2. 11-25
3. 26-100
4. 101+
5. n/a

# Poll 2: How complex are your mission and business IT needs?

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1. **Basic office support.** We use IT to send emails and print reports. All of our business tools are online/apps we can manage ourselves.
2. **Basic office support+** We have business-critical platforms IT supports like a CRM, database, financial tools, etc. or more than one office that we need to support.
3. We **deliver services** using IT in addition to basic office support. (charter school with student chrome books, health care provider with iPads for field work, etc)
4. We were founded by disrupters and **use IT in innovative ways** in addition to basic office support. IT is in our DNA.
5. n/a

# How can well-managed IT play a role in the success of my nonprofit?



- IT and Nonprofit Leadership:  
Who is in Charge?
- Non-technical Leadership of IT
- Budgeting for IT
  - Value-add v Cost center
- Opportunities:
  - Modern Office Needs
  - Service and Mission Delivery
  - Data and Fundraising
- Challenges:
  - Cybersecurity
  - Costs



# IT Strategy and Roadmap Creation: Who Is Responsible?



- Do you need an IT Roadmap?
- Can you make one yourself or do you need IT consultants?
- What skill set and background does someone need to take on an IT planning role?

# IT Roadmap Example

Initiative	Recommendation	Urgency	Complexity	Impact
Security	Laptop Encryption	Medium	Medium	High
Networking	Upgrade Internet Bandwidth	Medium	Low	High
Backoffice	Server Role Migration/Decommissioning	Medium	Medium	Medium
Security	Mobile Device Management	Medium	Medium	Medium
Policy	Develop IT Acceptable Use Policy	Medium	Medium	Medium
Policy	Develop Backup and Disaster Recovery Plan	Medium	Medium	Medium
Policy	Develop Incident Response Plan	Medium	Medium	Medium
Cloud	Implement Managed Printer Solution	Medium	Medium	Low
Security	Spear-Phishing Protection	Medium	Medium	Low
Backup	Implement Office 365 managed backup	Medium	Low	Low

# When Should You Outsource IT?



# What IT do you need at what size?



- 1-10
- 11-25
- 26-100
- 100+

- Basic Office Support
- Basic Office Support +
- Deliver Services with IT
- Use IT in Innovative Ways

- Start-up
- Growing
- Mid-sized
- Middle Aged
- Large
- Mature

# Typical IT Staff Roles at Nonprofits



- Accidental Techie
- Entry-level positions
- Advanced Engineering Role
- Other tech-adjacent roles
  - Information Manager
  - Database Manager
  - Social Media/Online Marketing/Comms

For help with IT job description templates: <https://www.indeed.com/hire/how-to-write-a-job-description>

# Typical IT Management Roles at Nonprofits



- IT Manager
- IT Director
- CIO

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# THANK YOU!



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