

Technology & Operations Manager - Wagner Foundation

Position Title: Technology & Operations Manager

Reports to: Director of Finance & Operations

Direct Reports: N/A

FLSA Status: Exempt

Salary: \$100,000-\$120,000

Location: Cambridge, MA

About Wagner Foundation

At Wagner Foundation, we strive for healthier communities by investing in and accompanying organizations in the United States and around the world dedicated to health equity, economic wellbeing, and the transformative power of art & culture. We work within these three distinct but interconnected areas to address root causes, expand understanding of societal challenges, and broaden mindsets of what solutions are possible to ultimately help drive change that leads to a more just, vibrant, and healthy world. We collaborate with organizations working to improve health equity by strengthening healthcare delivery and systems and tackling the underlying social drivers that impact health. We fund initiatives designed to foster inclusive economies that provide everyone with the opportunity to achieve economic wellbeing. And our work in art & culture aims to nurture a contemporary arts ecosystem that cultivates empathy, healing, and a more caring and healthy society.

Please visit www.wfound.org to learn more about our work.

Position Overview

Wagner Foundation is seeking a Technology & Operations Manager to provide dedicated ownership of the financial processes, technology and finance vendor relationships, and digital systems that underpin the foundation's day-to-day work. This role sits at the intersection of operational administration and technology leadership and will be critical to how the team functions internally and engages with grantee partners and vendors.

Reporting to the Director of Finance & Operations and working in close coordination with our external IT consultant and external accounting team, this position will manage accounts payable, contract review, and invoice processing; lead the foundation's thoughtful adoption of AI tools; strengthen our cybersecurity posture; and provide high level oversight of the

project management and communications platforms that the team relies on daily. This is an end-to-end operational role – the person in this position owns both the processes and the systems through which those processes run.

The ideal candidate is a detail-oriented, proactive operations professional who is equally comfortable reconciling invoices and evaluating new technology tools. They bring sound judgment, a systems mindset, and a genuine service orientation to a small, collaborative team.

This position is based in Cambridge, MA and the team currently operates under a hybrid model with Tuesday – Thursday working in the office and Monday and Friday working from home. This hybrid model is subject to change.

Primary responsibilities

The specific duties and responsibilities of this position include, but are not limited to, the following areas:

Finance Operations (30%)

- Process, track, and reconcile accounts payable using Bill.com, ensuring invoices are coded accurately, approved through the appropriate workflow, paid on time, and reconciled against contracts, with discrepancies resolved promptly
- Conduct initial review of contracts and service agreements, flagging key terms, renewal dates, and areas requiring attention from the Director of Finance & Operations
- Create and maintain an organized system for contract tracking, including renewals, expirations, and compliance requirements
- Manage vendor relationships for office technology, serving as the primary point of contact for day-to-day matters and holding partners accountable for service quality and delivery
- Identify opportunities to improve and streamline AP and contract workflows, including through automation and technology tools

AI Implementation & Technology Strategy (45%)

- Lead the foundation's intentional and responsible adoption of AI tools, including refining organizational policy, developing staff guidance, and helping staff identify where AI can create meaningful efficiencies
- Assess, recommend, and implement technology tools that strengthen how Wagner operates, fostering a culture of continuous improvement and thoughtful adoption while focusing on the security and integrity of Wagner's data
- Monitor emerging technologies in the nonprofit and philanthropic sector, and advise the Director of Finance & Operations and senior leadership on opportunities to

improve operations, reduce risk, implement best practices, and advance Wagner's mission

- Administer and optimize the foundation's communications, event, and project management platforms (e.g., MailChimp, Eventbrite, Monday), ensuring they are well-configured and staff are equipped to use them consistently and effectively
- Maintain clean, consistent data across the foundation's platforms, establishing shared conventions for file organization, naming, and records management
- Design and deliver training and one-on-one support to staff on technology tools, fostering confidence and consistent use across the team
- Identify opportunities to streamline workflows and improve data flows between systems
- Document technology systems, configurations, and standard operating procedures to ensure institutional knowledge and continuity

Cybersecurity & Systems Administration (25%)

- In coordination with the external IT consultant, serve as the primary IT liaison for cybersecurity matters and Wagner's full technology environment, implementing best-practice cybersecurity protocols, conducting or facilitating regular risk assessments, staff training, and testing
- Coordinate with the external IT consultant, setting clear expectations and ensuring quality and timeliness of support services
- Manage software licensing and renewals, hardware inventory, and vendor relationships for technology services
- Oversee data retention and records management practices across foundation platforms, ensuring information is retained for appropriate periods and disposed of securely and in compliance with applicable requirements
- Oversee and maintain user accounts, access controls, and security settings across foundation platforms
- In coordination with the external AV vendor, ensure AV and virtual meeting technology is reliable and up to date for internal meetings and events, troubleshooting when needed

Candidate Profile

You will be a strong candidate for the Technology & Operations Manager if you possess the following attributes and competencies:

Required attributes and competencies:

- Passion for Wagner Foundation's mission and a commitment to advancing its goals
- 5+ years of relevant experience in operations, systems administration, finance coordination, or a related field, preferably in a nonprofit or philanthropic setting
- Experience processing accounts payable, managing invoices, and supporting contract review and vendor management

- Demonstrated curiosity and working knowledge of AI tools, with the ability to evaluate, implement, and guide responsible adoption in an organizational setting
- Strong working knowledge of Microsoft 365 environment (user management, SharePoint, Teams, OneDrive, security settings)
- Excellent organizational skills and strict attention to detail, with demonstrated ability to manage high volumes of transactions and documents accurately
- Ability to communicate clearly across technical and non-technical contexts, translating complex concepts for diverse audiences
- Experience managing vendor and consultant relationships, including holding external partners accountable for service quality
- Proactive and self-motivated, with the ability to prioritize independently, anticipate needs, and move work forward without close supervision
- Strong project management skills, including managing multiple concurrent priorities and delivering high-quality outcomes on time
- Commitment to the highest standards of ethics, integrity, and confidentiality in handling sensitive financial and organizational data
- Collaborative team player who brings positive energy, sound judgment, and a service orientation to working with colleagues

Preferred attributes and competencies:

- Familiarity with accounting or financial management software (e.g., Sage Intacct, QuickBooks, Bill.com, or similar)
- Solid understanding of cybersecurity best practices, including risk assessment, staff training, and incident response
- Familiarity with data visualization tools (e.g., Power BI, Tableau, or similar)
- Experience with contract lifecycle management or document management systems
- Background in nonprofit or philanthropic operations
- Interest, comfort, and strength working in a small, dynamic organization where adaptability and initiative are highly valued
- Skilled in Mac operating systems, Microsoft Office, Office 365, OneDrive, Excel, Word, and PowerPoint; overall ability to learn new software quickly

Compensation & Benefits

The salary range for this role is \$100,000-\$120,000. In addition to competitive salaries, Wagner Foundation is committed to providing a supportive work environment which includes a top-tier benefits package and professional growth through learning opportunities that include conferences, fellowships, leadership programs, and trainings.

In support of our employees and their families, we offer the following benefits:

- 100% employer-paid medical, dental, vision, and short- and long-term disability insurance
- 401(k) retirement plan match up to 5% of employee's own deferrals

- Eligible employees may receive educational assistance for qualified courses
- Wagner Foundation pays 100% of relevant professional membership dues and fees for employees
- Professional development funds available to all employees
- A hybrid work environment with two days per week of remote working (subject to change)

Diversity and Inclusion

Wagner Foundation is committed to creating an inclusive and respectful environment. We recognize that diversity and inclusivity make us stronger and help us better confront the societal disparities we seek to rectify. We seek candidates who bring diverse experiences, perspectives, and backgrounds.

We are an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, gender, gender identity or expression, sexual orientation, national origin, genetics, disability, age, or veteran status. All final hiring decisions are based upon qualifications, merit, and business needs.

Application and Selection Process

1. **Application Submission:** Interested candidates are invited to submit a resume and cover letter to hr@wfound.org. Applications will be reviewed on a rolling basis with priority given to those submitted by Friday July 3, 2026.
2. **Assignment:** Final candidates will be asked to complete an assignment that reflects the types of challenges they may encounter in this role. Details will be shared in advance, and candidates will be compensated for their time on this work.
3. **Interviews:** Successful candidates will be invited to a series of interviews with members of our team. During final interviews, candidates may be asked to discuss their assignment and approach in more detail.

We believe this approach allows candidates to showcase their abilities and potential beyond what is captured in a traditional resume and cover letter, and we are committed to a fair and inclusive selection process.

We appreciate the time and effort all applicants put into their applications.

For more information about Wagner Foundation, please visit www.wfound.org.