



Towards **Employment**

POSITION: Data Management and Technology Support Specialist
REPORTS TO: Senior Manager, Data Management & Analytics
POSITIONS SUPERVISING: None
FLSA: Non-exempt

BACKGROUND:

Founded in 1976, Towards Employment is a non-profit leader in providing innovative solutions to move people out of poverty, into quality jobs and along a career pathway. Towards Employment has gained local and national recognition for achieving excellent outcomes through the hard work of its dedicated staff of 50 and a \$6.2 million annual budget. Towards Employment offers a continuum of support to low-income individuals preparing to enter the workforce or looking to advance from low-wage employment while also fulfilling the staffing needs of local employers.

SUMMARY:

The Data Management and Technology Specialist will perform tasks necessary for maintenance and quality assurance of data in the organization's MIS. The Data Management and Technology Specialist will assist in extracting and arranging data for ad hoc reporting purposes, as well as weekly, monthly, and quarterly reports across the organization. Light hardware set-up and troubleshooting PC, copier, and printer issues will be performed as needed.

- Review data entry for accuracy on a weekly, monthly, and quarterly basis.
- Investigate data discrepancies and report to appropriate staff and management.
- Assist with the monitoring of performance against contract and agency goals, and with the preparation and distribution of weekly, monthly, and quarterly reports.
- Function as first line of contact (Help Desk) for database questions and troubleshoot common issues with computer hardware and software.
- Query database and create reports to answer ad hoc questions.
- Assist with data analysis projects; prepare visuals for distribution.
- Assist IT department in the set-up of computers, monitors, copiers, and printers.
- Troubleshoots issues related to login, Microsoft Teams, and phones.
- Provide support in place of the Director of IT and/or Senior Manager, Data Management & Analytics when they are out of the office. This would include addressing requests and issues where possible and for the others utilizing judgement in determining which may wait and which require elevation for immediate attention.
- All other duties as assigned and requested by supervisor.

Requirements:

- High School diploma or equivalent. Associate's degree or two years of college-level coursework or training in a computer-related discipline a plus.
- Strong proficiency and previous work experience with relational databases.
- Two years of work experience with common information technologies and systems and troubleshooting common IT problems. Experience managing multiple projects simultaneously. Ability to communicate complex concepts to a general audience.

- Must be results-oriented, self-starting, outgoing, and willing to learn.
- Must have experience and demonstrate strong understanding of computer operations, equipment, data collection and systems knowledge.
- Demonstrated ability to work well both independently and as part of a team.
- Excellent communication skills (both verbal and written), including demonstrated customer service skills.
- Strong competency with Microsoft Office Suites and knowledge of database systems.
- Must be flexible and dependable, and demonstrate initiative, resourcefulness, and patience.
- Commitment to Towards Employment mission and values.

Competencies

Success in this position also requires:

- **Detail Orientation** – Prioritizes the importance of accuracy in all matters; ability to review work and identify errors; values high quality work product and responsiveness.
- **Relationship Building** - Ability to work effectively and collegially with people with a diverse cultural, socioeconomic, racial and educational backgrounds; ability to understand and bridge relationships between constituents and stakeholders, internally and externally.
- **Confidentiality and Discretion** – Ensures a high level of discretion at all times, on all matters.
- **Communications Champion** - Outstanding ability to effectively communicate with others, internally and externally; seeks clarification as needed to ensure expectations are clear and work product is on point.
- **Social Justice and Racial Equity Advocate** – Passionate about promoting racial equity and inclusion at personal, organizational and systems levels; Understands the concepts of institutional and structural racism and bias and their impact on underserved and underrepresented communities.

Interested candidates should submit their cover letter and resume to hr@towardsemployment.org for consideration.