Job Title	Manager, Data and Information Systems
PVN ID	JJ-2301-005370
Category	Information Technology
Location	JOHN JAY COLLEGE OF CRIMINAL JUSTICE
Department	Institute for Justice and Opportunity
Status	Full Time
Annual Salary	$55,000.00 - $65,000.00
Hour(s) a Week	35
Closing Date	Mar 23, 2023 (Or Until Filled)

General Description

The Manager of Data and Information Systems will oversee the collection, review, analysis, reporting, and interpretation of data with a connection to performance metrics and continuous performance improvement across our diverse direct service portfolio.

Job Duties and Responsibilities

Under the supervision of the Director of Finance and Operations, the Manager of Data and Information Systems will work closely with leadership and staff across programs to build a responsive and effective system of data collection and data management for improved programmatic decision-making.

The ideal candidate will have experience in data collection, data entry, data management, analysis, and reporting; and a strong understanding of how decision-making is supported by timely and reliable data. S/he will be expected to collaborate effectively with a range of stakeholders across the organization and will be knowledgeable about metrics and analytics in higher education and corrections.

ABOUT THE INSTITUTE:

John Jay College Institute for Justice and Opportunity (The Institute) opens doors and eliminates barriers to success for people who have been involved in the criminal legal system as a champion of institutional, structural, and personal transformation. The Institute is one of twelve research entities that collectively comprise the Research Consortium of the John Jay College of Criminal Justice. The Institute has a diverse portfolio of projects that focus on identifying what it takes for people to live successfully in the community after justice involvement and on increasing the effectiveness of the professionals and systems working with them. Recognizing the transformational power of education, the Institute focuses much of its work on increasing access to higher education for people with criminal histories. The Institute's comprehensive and strategic approach includes direct service, research, and technical assistance. To learn more please visit our website: https://justiceandopportunity.org/

Other Duties

<u>Primary Responsibilities</u>

Staff

- Supervise full-time data and technical support staff member and part-time data analyst.

Project Management

- Work with the Director of Operations to oversee the development and implementation of a new Salesforce database that supports programs across the Institute:
    - Define project scope and objectives.
    - Develop and manage a detailed project schedule and workplan.
    - Provide project updates to various stakeholders about strategy, adjustments, and progress.
    - Create long- and short-term plans, including setting targets for milestones, adhering to deadlines, and allocating resources.

Salesforce System Administration

- Serve as a primary system administrator for Salesforce environment with 40+ users.
    - Configure and maintain custom objects, record types, fields, page layouts, formulas, SOQL, data validation rules, triggers, custom workflows, approval processes, and within Salesforce.
    - Maintain user roles and profiles, security settings, access settings, etc. in training and production environment.
    - Assist Salesforce developer consultant with CRM's data architecture and data modeling.
    - Manage data feeds and other integrations.
    - Work with Salesforce consultants to oversee data cleaning, preparation, and migration from excel spreadsheets to Salesforce database.
    - Prepare and execute data loads, as required.
    - Monitor database use, to ensure consistency and quality of data input.

Data Reporting

- Supply statistics for grant reports, proposals, newsletters, events, and the Institute's website
- Work closely with Institute staff to develop data collection forms including applications, intake and assessment forms, service delivery forms, and evaluation/feedback forms as needed for all programs and events.
- Communicate report findings to program staff through trainings and presentations.
- Work with teams to analyze data findings to support continuous quality program improvement and evaluation/workplans.
- Develop reports for leadership and program teams and for external stakeholders including funders.
- Develop/manage dashboards for leadership and program users.
- Develop spreadsheets, diagrams, and process maps to document needs.

Budget

- Prepare Data Unit budget (Licenses) and liaison between vendors and operations.

Program Evaluation

- Conduct routine reporting on program offerings, registration, and attendance:
- Communicate with stakeholders and colleagues to understand reporting needs, and provide guidance on best practices
- Identify, define, and/or develop appropriate metrics to track
- Design data structures in Excel or other database systems to house the data, as well as clean, merge and prepare data for reporting
- Create both routine and customized tables and reports
- Design and execute comprehensive evaluation plans specific to individual training programs
- Identify and/or develop KPIs to assess training program outputs, outcomes, and impact; with the ultimate goal of measuring program effectiveness
- Respond to ad hoc requests for data collection and analysis
- Manage and prioritize data and reporting requests
- Monitor and evaluate collection and quality improvement initiatives throughout the Division.
- Conduct routine analysis on program process and outcome data.
- Develop data collection protocol and instrumentation necessary to conduct in-depth studies.
- Work closely with Institute staff to develop data collection forms including applications, intake and assessment forms, service delivery forms, and evaluation/feedback forms as needed for all programs and events.
- Work with teams to analyze data findings to support continuous quality program improvement and evaluation/workplans. Develop/manage dashboards for leadership and program users.

Information Systems (includes HR systems, business intelligence tools, backup systems, finance systems, etc.)

- Collaborates with users, vendors, technicians, and managers to understand and assess computing and system needs and requirements.
- Communicates the goals, policies, and procedures of the program to the CIS team; develops plans to implement these needs.
- Evaluate current technology use and needs of the organization and recommend software and hardware improvements.
- Oversees backup, security, and user help systems.
- Remains current on advances in technology.
- Provides technical support to users.
- Prepares and delivers operational or project progress reports.
- Create and maintain user documentation of Salesforce functionality and related workflows, program processes, and reporting.
- Provide one-on-one and departmental training to teach staff across the organization to use the new Salesforce CRM.

Qualifications

- Bachelor's degree in computer science or related fields
- At least five years of experience preferred.
- Experience with Salesforce

- Demonstrated experience creating data files and managing, cleaning, merging, and analyzing data.
- Demonstrated experience managing data using Excel and analyzing data using R, SPSS, or SAS
- A demonstrated commitment to building and maintaining strong working relationships among diverse stakeholders.
- Strong communications skills including superior writing ability

At the Institute, we are committed to providing an environment of mutual respect where equal employment opportunities are available to all applicants and teammates without regard to race, color, religion, sex, pregnancy (including childbirth, lactation and related medical conditions), national origin, age, physical and mental disability, marital status, sexual orientation, gender identity, gender expression, genetic information (including characteristics and testing), military and veteran status, and any other characteristic protected by applicable law. The Institute believes that diversity and inclusion among our teammates is critical to our success, and we seek to recruit, develop and retain the most talented people from a diverse candidate pool.