
Job Title	Associate Product Manager – Data Analyst
PVN ID	VA-2103-003935
Category	Information Technology
Location	OFFICE OF SR. UNIV DEAN FOR ACADEMIC AFFAIRS
Department	CUNY EDGE
Status	Full Time
Salary	Depends on qualifications
Hour(s) a Week	35
Closing Date	Jun 30, 2021 (Or Until Filled)

General Description

CUNY EDGE is the latest initiative to support public assistance recipients enrolled in college during a twenty-year partnership between the City University of New York (CUNY) and the New York City Human Resources Administration (HRA). Launched in 2016, CUNY EDGE provides public assistance recipients enrolled at CUNY with a range of services, benefits, and supports so they achieve academic excellence, graduate on time, and find employment. Key components of the program include academic, personal, and professional advisement, personal development seminars, paid work experience, and public benefits case management assistance. Serving over 5,500 students across 18 campuses, CUNY EDGE is led by a Central Office team supporting over 80 staff at the campuses who provide direct services to students. For more information about CUNY EDGE, visit cuny.edu/cunyedge.

Housed within the CUNY Central Office/ Office of Academic Affairs, CUNY EDGE is seeking a motivated self-starter with significant product and data management experience to serve as a full-time Associate Product Manager – Data Analyst. Under the supervision of the CUNY EDGE Senior Manager of Data & Tech Initiatives, the Associate Product Manager will support in performance analysis, assist in product management of the custom-built CUNY EDGE Database Management System (DMS), and helping optimize reporting through data management and analysis. This role will be expected to conduct user research, recommend new features, access and report on data stored in multiple sources, as well as analyze and visualize the data using business intelligence tools.

Other Duties

DUTIES AND RESPONSIBILITIES

Product Management and Data Analysis – 80% (percentage of duties)

- Support with overall product management of the Database Management System.
- Create dashboards and other system processes to monitor data in the Database Management System to optimize Quality Assurance (QA).
- Work on implementing a user feedback mechanism in order to better gauge areas for enhanced feature generation and measure user experience.
- Provide technical assistance and customer support to campus users and central office staff, helping log, troubleshoot, and resolve technical and database related problems.
- Monitor and manage usage of CUNY EDGE tech tools such as Signal Vine and Calendly.
- Acquire, manage, and analyze data from primary or secondary data sources and maintain databases/data systems.
- Assist in generating dashboards and reports of Key Performance Indicators (KPIs).
- Assist in ongoing trainings and technical support to stakeholders; creating educational materials including manuals, guidance, tutorial videos, and other resources, as needed.
- Help create process flow documents, works plans, and related communications.

Other Duties

Other – 20%

- Self-educate on improved ways for us to operate.
- Attend staff meetings and trainings as required.
- Perform special projects and other duties as assigned.

Qualifications

Minimum Qualifications

- One of the following educational requirements must be met:
 - Bachelor's degree studying business, STEM related coursework, computer programming, design, statistics, psychology or other, similar majors.
 - Relevant Product Management or UX Design certifications (i.e. - Product School, Product Manager HQ, EdX, Coursera) and at least 1 year of relevant work experience.
 - Associate Degree and 1-3 years of relevant work experience.
- Previous work or project experience as an Associate Product Manager or similar role; working in the entire product lifecycle.
- Experience with SQL, Tableau, Metabase, and/or other BI tools as well as strong Excel skills.
- Experience with popular and emerging web technologies and platforms.
- Strong analytical skills with the ability to collect, organize, analyze, and disseminate data with attention to detail and accuracy.
- Demonstrated experience in handling large data sets and relational databases.
- Excellent written and verbal communication skills, especially adept at translating technical terminology and concepts into common language for non-technical staff to understand.
- Ability to be independent, self-motivated, and demonstrate attention to detail.
- Ability to work collaboratively within and across teams.

Preferred Qualifications

- Strong critical thinker demonstrating both analytical and emotional intelligence (EQ).
- A self-learner and exponential thinker; resourceful and comfortable learning by doing.
- Entrepreneurial and solution-oriented.
- A natural tendency to be curious, positive, and creative.
- Desire to innovate within education.

All applicants must submit a resume and cover letter to be considered for this position.

Physical Requirements

- Due to the COVID-19 pandemic, this position is a temporary remote (work-from-home) position. The location of the position in the future will operate in a professional office environment.
- While performing these duties, the employee is required to perform physical activities such as, but not limited to, lifting items (up to 20 pounds), bending, reaching, sitting for prolonged periods of time.
- Ability to travel to other CUNY sites as needed.

EEO Info

We are committed to enhancing our diverse academic community by actively encouraging people of any race, color, religion, gender, gender identity or expression, sexual orientation, national origin, genetic information, disability, age, or protected veteran status to apply. We take pride in our pluralistic community and continue to seek excellence through diversity and inclusion. CUNY is an EEO/AA Employer.