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<b>Job Title</b>	Manager of Database Administration and Tech Initiatives
<b>PVN ID</b>	VA-2208-005018
<b>Category</b>	Managerial and Professional
<b>Location</b>	OFFICE OF SR. UNIV DEAN FOR ACADEMIC AFFAIRS
<b>Department</b>	CUNY EDGE/Office of Academic Affairs
<b>Status</b>	Full Time
<b>Annual Salary</b>	\$80,000.00 - \$85,000.00
<b>Hour(s) a Week</b>	35
<b>Closing Date</b>	Nov 30, 2022 (Or Until Filled)

## General Description

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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 supports public assistance recipients to attend CUNY, meet HRA work obligations, graduate in a timely manner, and find gainful employment. The program model balances academic advising and personal supports with career development and community engagement while maintaining students' compliance with HRA regulations. This model blends elements of successful college completion programs with work opportunities, personal development, and academic excellence. Serving over 5,000 students across 18 campuses each year, CUNY EDGE is led by a Central Office team supporting over 70 staff at the campuses who provide direct services to students.

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 Manager of Database Administration and Tech Initiatives. Reporting to the CUNY EDGE Deputy Director, the Manager spearheads CUNY EDGE's efforts to identify and implement technology-based strategies centered on the Database Management System, our custom-built data system. 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. The overarching function is to streamline operations, data collection and reporting, and data-related collaborations. This is an ideal position for someone with data management experience who is seeking a broader role in program operations.

### Duties:

- Lead product management of the Database Management System (DMS) including product roadmap, feature generation, UI/UX design (user interface and user experience) for CUNY EDGE in collaboration with external developer.

- Develop and foster strategic data partnerships with new and existing stakeholders to communicate program needs and create opportunities for collaboration with various stakeholders including vendors, various CUNY departments (CIS, REPS, DMA, etc.), campuses, and external partners (Human Resources Administration, etc.).
- Design and implement a user feedback mechanism in order to better gauge areas for enhanced feature generation and measure user experience.
- Manage usage of CUNY EDGE tech tools such as Signal Vine, Calendly, and Notion.
- Provide data analytics by generating ongoing and ad-hoc reports of program Key Performance Indicators (KPIs) independently and in collaboration with partners, as needed.
- Conduct ongoing trainings and technical support to stakeholders; create educational materials including manuals, guidance, tutorial videos, and other resources, as needed.
- Create process flow documents, works plans, and related communications.
- Attend staff meetings and trainings as required.
- Perform special projects and other duties as assigned.

## Other Duties

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## Qualifications

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### Minimum Qualifications

- One of the following educational degree requirements must be met:
  - Bachelor's degree in business, STEM related coursework, computer programming, design, statistics, psychology or other, similar majors.
  - Associate Degree and 1-3 years of relevant work experience.
  - 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.
- 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

- 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.

This position is located in a professional office environment and is currently hybrid, working 70% in person (7 days) in office and 30% remote (3 days) during every two-week payroll cycle. Laptop may be provided if needed to support working remotely.

While performing these duties, the employee is required to perform physical activities such as, but not limited to, lifting items (up to 30 pounds), bending, reaching, sitting for prolonged periods of time. Reasonable accommodations will be made for employees with disabilities or other needs per RFCUNY policies.

Ability to travel to other CUNY campus locations 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.* The Research Foundation of the City University of New York is an Equal Opportunity/Affirmative Action/Americans with disabilities act/E-Verify employer.