Data Services Manager
Open Window School

The Data Services Manager oversees the deployment, support, and maintenance of all data information systems utilized by Open Window School. Coordinates the use of data systems across campus. Provides database training and communicates professional development opportunities to administrative staff. Provides direct technical support to faculty, staff, and students, as needed. This is a new position that will centralize and become an expert in the school's data information systems.

At Open Window School, in furtherance of our mission and philosophy, we embrace both our commonalities and the complex range of differences that enrich our school. We are committed to building a community guided by the following questions: Is it welcoming? Is it inclusive? Is it respectful?

Requirements:

Applicants must meet the following requirements to be considered for the position.

- Bachelor of Science in Computer Science, Management Information Systems or equivalent experience
- 3-5 years of database management or equivalent experience

The following may enhance an applicant's candidacy.

- Experience with Blackbaud applications highly desirable
- Experience in a school setting

Skills, Abilities, Knowledge, Experience:

- Comprehensive understanding of relational database theory and management systems
- Experience administering, reporting, and querying databases such as Blackbaud's Education Edge and Raiser's Edge
- Knowledge of WhippleHill CMS or similar platform
- Application of best practices to database design and maintenance
- Ability to use custom reporting tools such as Crystal Reports
- Advanced knowledge of Microsoft Office applications
- Advanced knowledge of online forms
- Ability to work with scripts, APIs, and data importing/exporting to synchronize information between applications
- Understanding of web-based data collection
- Experience developing and providing effective training to colleagues
- Capacity to cultivate collaboration and "buy-in" to schoolwide standards and practices
- Ability to communicate technical concepts and solutions to a diverse range of users

<u>Expectations:</u>

- Communicate effectively and personably with a diverse group of faculty, staff, parents, students, department colleagues, volunteers, and vendors
- Maintain confidential and sensitive school information
- Detail-oriented with the ability to manage multiple projects and keep up with day-to-day tasks
- Excellent verbal and written communication skills

<u>Essential duties include, but are not limited to:</u>

- Manage schoolwide data and content management systems: Blackbaud Education Edge, Raiser's Edge, NetCommunity, Crystal Reports, Ravenna, WhippleHill Web Services, Faculty Access for the Web, NWEA Map Testing, Progress Reports, Conference Registration, BrightArrow, AuctionMaestro, and others.
- Coordinate and execute regular synchronization of information between multiple applications and databases and websites using APIs, scripts, or imports and exports.
- Oversee the integration of primary information systems data with other systems (merging data to/from other sources, adding data fields, populating other databases, etc.) for the purposes of maximizing efficiency of the data flow and decreasing redundancy of data collection activities.
- Configure custom reports, exports, imports, batch changes, and queries to maintain data quality and in response to department requests.
- Develop, manage, and maintain web forms, including admissions applications, donation forms, faculty information updates, back to school forms, and others.
- Maintain database integrity and security through regular monitoring, error correction and data clean-up.
- Ensure client systems are up-to-date with patches and updates as required.
- Troubleshoot malfunctions of database systems, working with ICT staff and vendors for the purpose of resolving operational issues.
- Assist ICT staff in all initiatives and support end users as an alternate help desk operator as needed.

<u>Compensation and Benefits:</u>

This is a fulltime, exempt position that is not eligible for overtime compensation. Work hours are generally 8:00-4:00, but that may require additional hours during busy times of the year, to complete time-sensitive work, or provide support/training to staff members or for evening and weekend events.

The position reports to the Director of Technology and Innovation.

Compensation and Benefits: Depending upon experience, salary may be up to $70,000 annually. In addition, Open Window School provides a rich benefits package with employee paid dental, medical and vision insurance and a generous amount of paid leave for vacation and sick leave.

<u>To Apply:</u>

Applicants should submit a cover letter describing their interest in and qualifications for this position, resume, and three professional references. No phone calls, please.

Email: jobs@ows.org

Subject line: Data Services Manager

Applicants who do not use the specific subject line will not be able to be considered for the position.