



Kalamazoo Regional Educational Service Agency Job Description

Job Title: Efforts to Outcome Data Specialist
Reports To: Deputy Superintendent
FLSA Status: Exempt
Prepared By: Technology
Approved By: Human Resources
Prepared Date: 03/2016
Last Revised Date: 03/2016

Summary: This position will support all aspects of system implementation, maintenance, staff training, and technical support for a data system serving The Learning Network of Greater Kalamazoo Action Networks and Kalamazoo RESA.

Essential Duties and Responsibilities:

- Enthusiasm for core values of Kalamazoo RESA and the Learning Network
- Have a willingness to implement analytical and continuous improvement tools selected for use across the Action Networks
- Manage data sharing agreements and consults with clients to gather information about program needs, objectives, functions, features and input
- Oversees grant budget
- Performs data systems implementation and problem solving
- Conducts end user training and support. Utilizes the train the trainer model for ongoing training.
- Communicates with stakeholders and users
- Attend Backbone Team meetings and Data Committee meetings as required
- Consults with clients to gather information about program needs, objectives, functions, features, and input and output requirements
- Translate technical information to a wide variety of individuals, groups, and knowledge levels
- Work as part of a team
- Work with and interact effectively with individuals from a wide range of cultures and embrace cultural diversity. Must possess an awareness around the needs of disenfranchised groups
- Utilizes Helpdesk system to provide technical assistance by responding to inquiries regarding errors, problems or questions with program
- Manage vendor contracts, project management and advanced support from vendor(s)
- Analyzes, defines and documents system requirements for data, workflow, and outputs
- Analyzes modifications, consulting users to clarify objectives. Runs tests to find errors and confirm program meets specifications
- Provides technical assistance by responding to inquiries from others regarding errors, problems, or questions about programs
- Monitors performance of programs after implementation
- Regular and consistent attendance
- Other duties as assigned

Must have knowledge of and comply with the policies and procedures contained in the Kalamazoo RESA handbook.

Qualifications, Education, and Experience:

Bachelor's degree and 2 years' experience working in the non-profit sector and/or social service delivery systems. Experience working collaboratively with multiple stakeholders. Experience and passion for using data to assist in program evaluation and service delivery enhancements. Enthusiasm for core values of Kalamazoo RESA and the Learning Network. Have a willingness to implement analytical and continuous improvement tools selected for use across the Action Networks.

Preferred Qualifications:

Preference given to candidates experienced with the Efforts to Outcomes software solution provided by Social Solutions.

Certificates, License, Registration:

If applicable.

Other Skill & Abilities:

- Effectively present information in front of groups and engage in audience
- Ability to communicate effectively including listening
- Keep supervisor informed
- Ability to efficiently use computer and applicable software
- Ability to problem solve
- Ability to read, analyze and interpret data
- Ability to write reports, correspondence, and document clearly
- Maintains confidentiality
- Displays willingness to support and make decisions with sound judgment in timely manner
- Develop strategies to achieve goals
- Adapts to frequent changes in the work environment
- Practices safe work habits

Supervisory Responsibilities:

No direct supervisory responsibilities, however, must effectively collaborate with programmers on reporting priorities and scheduling help desk coverage.

Physical Demands:

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The employee is frequently required to sit; use hands to finger, handle, or feel; reach with hands and arms and talk or hear. The employee is frequently required to stand and walk. The employee must regularly lift and/or move up to 25 pounds, frequently lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, depth perception and ability to adjust focus.

Work Environment:

The noise level in the work environment is usually quiet.

The employee shall remain free of any alcohol or nonprescribed controlled substance in the workplace throughout his/her employment in the District.

It is the policy of Kalamazoo Regional Educational Service Agency that no discriminating practices based on gender/sex, sexual orientation, race, religion, height, weight, color, age, national origin, disability or any other status covered by federal, state or local law be allowed during any program, activity, service or in employment. The following positions at Kalamazoo RESA have been designated to handle inquiries regarding the nondiscrimination policy. Human Resources Director, Tom Zahrt; Assistant Superintendents: Margaret McGlinchey & Laurie Montgomery. Contact information: 269-250-9200, 1819 E. Milham Avenue, Portage, MI 49002.