

KANSAS CITY SCHOLARS POSITION DESCRIPTION

IT DBA/SOLUTIONS ANALYST

ABOUT KC SCHOLARS

Kansas City Scholars (KC Scholars; www.kcscholars.org) is a 501(c)(3) public charity. KC Scholars removes barriers for low- and modest-income 9th and 11th graders and returning adults in a six-county, bi-state region – creating pathways to earning postsecondary credentials and degrees. KC Scholars supports two- and four-year degrees, and credit-bearing credentials/certificates. Supports provided include scholarships - renewable up to five years, incentivizing college savings, and college planning and persistence advising. The scholarship may be used at one of 17 campuses in the KC Scholars Postsecondary Network and engage Scholars in campus-based support once enrolled in college. Scholars are connected to career exploration and ultimately, to employment in high-demand sectors in the region. KC Scholars supports racial equity/inclusive prosperity by providing life-changing opportunity, establishing a regional culture of postsecondary completion, and connecting Scholars to high-wage jobs in the region while diversifying the regional workforce. The thousands of individuals benefiting are historically underserved populations based on economic status, race/ethnicity, and history of family college attainment.

KC Scholars launched in September 2016 and, in less than five years, has experienced widespread community engagement and rapid scaling. In Fall 2020, we had over 4,000 Scholars, with near 1,800 in college. KC Scholars awards another approximately 1,000 scholarships annually and is on the path to near 10,000 Scholars by 2027.

The goals of KC Scholars are to:

- 1) Increase postsecondary educational attainment in the greater Kansas City area;
- 2) Achieve a 75% degree or credit-bearing credential completion rate;
- 3) Increase economic independence for individuals in the program; and
- 4) Connect Scholars to career preparation opportunities in the region and to the regional workforce pipeline to achieve 80% of Scholar graduates remaining in the region to live and work.

KC Scholars began as and remains a “community asset”. Program planning included participation by 70+ community stakeholders, lessons learned and best practices from regional and national scholarship programs, and empirical research about which supports increase likelihood of college enrollment and completion, particularly for populations historically underrepresented in higher education.

KC Scholars is governed by a community-based Board of Directors. The Ewing Marion Kauffman Foundation is the lead funder, with community funds, local and national grants, and other funding initiatives in place to increase the number of awards made annually.

Since September 2016, KC Scholars has experienced rapid growth, achieved a high level of community engagement, and exceeded goals for number of scholarships awarded and college enrollment and persistence rates. Early impact rates are significantly higher than for the region, state, and nation.

ABOUT THE POSITION

The IT DBA/Solutions Analyst will be responsible for overseeing and executing the IT systems organization and integrations and is the lead on organizational data analysis and reporting functions for KC Scholars.

PRIMARY RESPONSIBILITIES

The IT DBA/Solutions Analyst will be a proven efficient, high-functioning IT professional with previous successful experience in systems organization and integrations; developing information systems and infrastructure solutions; and organizing, analyzing, and presenting data for a complex entity.

The Analyst will ensure adequate and operational systems that support efficient collection, storage, management, and analysis of data related to the overall effectiveness of the organization.

Responsibilities include, but are not limited to:

IT Equipment and Staff Proficiency:

- Analyze and recommend and implement IT solutions and platforms to support overall program operations.
- Administer Office 365 by providing Office 365 support to coworkers, helping to configure and manage cloud services, and serving as a liaison between Microsoft and the Office 365 user base.
- Design and maintain the SharePoint sites and online storage and inquiry management system.
- Set up IT equipment for and provide troubleshooting and training so that staff are proficient at using technology and platforms (ensuring back-up of files to shared drive, updating phone contact lists, etc.).
- Analyze, gather information, and make proposals about purchase and service of IT equipment and software.
- Work with vendors to repair equipment as needed.
- Maintain a replacement schedule for IT equipment and stay abreast of what equipment needs replaced and when.
- Maintain and update the inventory of all IT equipment and software.

Scholarship Portal Management:

- Develop, administer, and provide technical support and annual and ongoing revisions (including migrations) to the online scholarship application and management of a hosted SAS platform.
- Consistent attention to efficiency and capability improvements by leveraging logic-based automations and integrations across the platform.
- Develop and manage HTML and CSS styling support for user-side of platform.
- Maintain and organize institutional record keeping and documentation of IT and scholarship portal-related processes, timelines, and modifications. Organize and facilitate data tracking, record keeping, inquiries management processes, and the documenting of established processes and practices.

- Provide technical scholarship application inquiry support.

Programming and Database Management:

- Manage the SQL database warehouse and server, including writing R-SQL queries to provide data and reports to executive management and procedures and storage policies and requirements.
- Manage large datasets via Microsoft reporting tools.
- Build complex forms and workflow models.
- Work closely with the Director of Programs and the program team to find more efficient solutions, warehouse and make data accessible, and develop processes aimed at efficiency and ensuring that the program team can know the current status of and communicate with all Scholars.
- Develop, maintain, and manage and train staff on use of the CRM platform.
- Design, develop, test, tune, and implement ETL processes, SSRS Reports, SQL queries, stored procedures; this includes but not limited to SSIS packages, stored procedures, views, and functions.
- Design, write, test, and implement T-SQL solutions for reporting and updates to executive management.

Website and Social Media Management and Reporting:

- Oversee the functionality of the organization's website; evaluate and manage website performance; facilitate hosting and server management; develop, maintain and update website content; and create monthly reports with Google Analytics and analyze trends for the Director of Programs and CEO.
- Produce monthly reporting analytics for the website, Facebook, Twitter, Instagram and LinkedIn.

Data Analytics and Reporting:

- Manage diverse reporting analytics as a basis for providing reports for both internal/external stakeholders and executive deliveries that aid in data-driven decision making.
- Ownership over the design, automation, and maintenance of all data reporting models for the company.
- Assist with providing data to and collecting data for the third-party evaluator, in tandem with the IT Technology Manager.
- Prepare reports for scholarships payments to be made each semester.
- Research, synthesize, analyze, and present information as requested.

Microsoft Dynamics 365(CRM online)

- Determine system needs and translate them into requirements and business processes for the D365/Power Platform.
- Utilize D365 solutions to support KC Scholars awardee and donor management.
- Experience in power apps, power automate, business flows, dashboards, form configuration and custom entities

General:

- Identify, recommend, and implement continuous process improvement, refining processes to make them more efficient.

- Work on multiple projects simultaneously, both independently and as part of a team to accomplish company goals.
- Work cross-functionally with all staff, with high collaboration with the program team.
- Attend meetings and events as appropriate.
- Other related activities and duties as assigned.

EDUCATION AND EXPERIENCE

- Bachelor's degree in Management Information Systems, Computer Science, or a related discipline or equivalent certification or work experience.
- Demonstrated strong acumen in support/technical areas of IT infrastructure.
- Proficient in applicable PC programs: MS-Office 365 Applications Suite, SSMS, SQL, MS Dynamics CRM, SSIS, Visual Studio, Power BI, cPanel, Adobe Forms, MS Azure.
- Proficient in programming languages: HTML, CSS, JavaScript, jQuery, PHP, T-SQL.
- Sound knowledge CRM entities, workflows, configurations, customization development, integration development, reporting, dashboards, web resources, CRM solution file management, security model and UI development.
- Ability to build and configure CRM forms, views, dashboard, and workflows.
- Ability to learn new applications and complex features.
- Ability to analyze data and recognize and articulate trends.
- Proven strong analytical skills.
- Proven excellence in analysis, documentation, and presentation.
- Advanced communication skills.
- Ability to translate technical language into accessible terminology relevant to KC Scholars.
- Proven experience working well with others in a customer-focused organization to deliver processes and system functionality in support of program initiatives.
- Experience producing high-level reports, pulling data from multiple systems and platforms.
- Ability to work under competing deadlines/demands.
- Strong organizational skills, well-developed process skills, attention to detail, and ability to multi-task in a rapidly scaling organization.
- High level of accuracy in work.
- Active listening and learning skills.
- Ability to be proactive, thoughtful, and consider the bigger picture.
- Excellent verbal and written communication and interpersonal skills, including ability to work with large diverse, multi-generational audiences.
- Exceptional judgment that augments an ability to be solutions-oriented and then act appropriately to solve problems.
- Experience working in a fast-paced, goal-oriented, start-up environment.

PERSONAL CHARACTERISTICS

- Commitment to and complete belief in the mission of KC Scholars. Quick learner with the ability to develop a solid understanding of the content, processes, deliverables and overall objectives of a complex, multi-faceted program.
- Personal values system that encompasses the highest standards of honesty, confidentiality, integrity, loyalty, and professional ethics.
- Passion for increasing college completion and workforce preparedness among students who are first-generation to college, low-income, or historically underrepresented in higher education and the regional workforce.
- Desire for feedback and ability to use it to drive quality.
- Strong organizational skills, attention to detail, and ability to multi-task and meet multiple deadlines.
- Keen sense of responsibility, high level of poise, ability to think independently, ability to maintain confidentiality, and a customer service orientation.
- Tactful and diplomatic with good listening skills and an approachable personality.
- Ability to be self-directed, take initiative, anticipate demands, and problem solve.
- Ability to hold oneself and others accountable for enacting and following processes to ensure that work is accurate and complete and “completed correctly the first time.”
- Ability to maintain a calm and competent demeanor in uncomfortable and demanding situations.
- Cultural competency.

COMPENSATION

A competitive non-profit compensation package as defined by the nonprofit agency’s compensation guidelines, including base salary and benefits that correspond to the experience level, credentials, and personal characteristics of the candidate.

TRAVEL

Occasional regional travel.

NON-DISCRIMINATION

KC Scholars firmly supports the principle and philosophy of equal opportunity for all individuals, regardless of age, race, gender, creed, national origin, disability, veteran status or any other protected category pursuant to applicable federal, state or local law.

REPORTING

Reports to the Technology Manager with strong interface with the Director of Finance and Business Operations and the President and CEO.

All the statements in this position description are intended to describe the general nature of the work being performed and are not intended to be construed as an exhaustive list of all responsibilities, duties, and skills required. This document describes the position currently available. The organization reserves the right to modify job duties or job descriptions at any time.