TITLE: IT Data Solutions Analyst

REPORTS TO: Technology Manager

DATE: June 2022

SCHEDULE: Hybrid work schedule

ABOUT KANSAS CITY SCHOLARS

KC Scholars is one of the most effective college scholarship and support programs in the nation. Scholars provides three types of scholarships: college savings accounts (9th graders); traditional scholarships (11th graders); and scholarships to adult learners who want to secure an industry recognized credential or return to college to secure their associate or bachelor's degree. Scholars is unique because most students graduate debt free, and as a result of the intensive supports provided to our scholars, the vast majority of our scholars graduate from college or their credentialing program and enter good careers. Students who are low- and moderate-income and reside in our six focal counties in the Kansas City Area (Kansas and Missouri) are eligible to apply. Over 90% of our scholars persist annually, and 74% of our scholars are on track for on-time graduation. KC Scholars currently has 6,293 scholars, and awards approximately 750 new scholarships annually. Our goal is to significantly expand our program and its impact in the coming years.

Key Performance Indicator's
- Manage 100% of complete quality review of reporting to ensure accuracy of data and data requirements meet or exceed stakeholder expectations
- Manage 100% of changes to business requirements and carry out an impact assessment to ensure no regression of reporting performance and quality
- Respond to 100% of data requests promptly (either within the date requested or communication regarding why the deadline will be missed with a new target date identified)
- Champion data usage by 100% of KCS employees by providing data transparency and updated dashboards for team usage
- Develop and perform data measurements 100% to identify the students awarded during each cycle, including the number of scholars awarded each scholarship

RESPONSIBILITIES

The IT Data 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. This position reports to the Technology Manager with strong interface with the Executive VP and CEO.

The IT Data 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.

Primary responsibilities include, but are not limited to:

Scholarship Portal Management:
- Develop, administer, and provide technical support and annual and ongoing revisions (including migrations) to the online scholarship application and management platform hosted by a third-party 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.

Data Analytics and Reporting:
- Working closely with the Technology Manager and Director of Programs, coordinate and oversee the organization's analysis and reporting activities: create and manage institutional annual calendar and specs for key organizational reports, create guidebooks or legends for all key organizational reports, production of efficiency on managing data related to ongoing reports – working production of the least-risk-possible data storage and reporting functions, proactively anticipating with appropriate staff all upcoming reports, conducting comparative analysis of data from year to year, creating visual representations of key organizational reports, and all activities related to ensuring we have a coordinated, high-quality, accurate analysis and reporting system for key organizational reports.
- Examine data collected over the first near-four years of operations and suggest roll-up, comparative reports that would assist is telling the story of demonstrated impact by the program.
- 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 Executive VP. As appropriate, participate in third-party evaluation meetings activities.
- Manage data requests from external entities, upon prior approval of or request by the Executive VP.
- Prepare reports for scholarships payments to be made each semester.
- Research, synthesize, analyze, and present information as requested.
- Continue to build skills and knowledge in the data analysis and reporting functions so that KC Scholars has high-quality reports that can be used internally and shared with external stakeholders.

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

Education: Bachelor's degree in Management Information Systems, Computer Science, or a related discipline or equivalent certification or work experience.

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: 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 excellence in analysis, documentation, and presentation.
- 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.
- Ability to be proactive, thoughtful, and consider the bigger picture.
- 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.

TRAVEL: Occasional regional travel.

PERSONAL CHARACTERISTICS

A successful candidate profile:
- Quick learner with the ability to develop a solid understanding of the content, processes, deliverables, and overall objectives.
- Personal value system that includes the highest standards of honesty, confidentiality, integrity, loyalty, and professional ethics reflective of the ability to succeed in building and maintaining positive relationships with the community.
- Excellent managerial, analytical, critical-thinking, problem-solving and leadership skills.
- Excellent communications skills (written, verbal, research skills, presentation skills, facilitation skills).
- An ability to set and use goals and data to guide action and objectively measure performance and program effectiveness.

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.

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.

TO APPLY

To apply, send the following items to kcollins@kcscholars.org
- Cover letter summarizing your experiences and skills that align with the scope of this position
- Resume
- Names and contact information for three professional references