



Job Description

Job Title: Data Support Specialist

Responsible to: Care Coordination Program Director

Responsibilities: The Data Support Specialist provides support to the multi-disciplinary Nexus SD team and Integration Manager in data management, analysis, data quality, visualizations, integrations, testing, and reporting. This will involve investigating data quality, recognizing trends, and identifying opportunities for improvements in program and user processes. The ideal candidate would have a knowledge and understanding of relational database systems, data analytics, data visualization tools, CRM software, referral systems, and possess the ability to learn new and complex technology/software quickly.

Requirements:

- Associate or Bachelor's Degree in Information Technology or related degree in any field with a strong interest in technology and the social services sector.
- Advanced Computer skills and a familiarity with Windows platform
- Software administration and database management experience is preferred
- Data visualization experience in Tableau and/or PowerBI is preferred
- Complex problem-solving skills to enhance software system efficiencies
- Ability to explain complex technology ideas for wide audience understanding
- Ability to read and interpret documents such as policy and procedure manuals
- Offers of employment contingent upon acceptable background check

Personal Qualifications:

- Enthusiastic, teamwork oriented attitude
- Detail oriented and quality focused
- Ability to work independently or collaboratively in a team setting
- Ability to establish and maintain effective working relationships with end users
- Possess excellent organizational, written and verbal communication skills
- Ability to track and manage multiple projects at once
- Comfortable communicating with others
- Flexible and adaptable to changing requirements and priorities

Specific Responsibilities:

- A. Perform data analytics and reporting activities
 1. Possess an understanding of relational database systems
 2. Able to learn data functions needed to pull key metrics from raw data
 3. Able to join, translate and configure data sources for use in external platforms

4. Generate reports, datasets and dashboards for Nexus SD analytical and reporting needs;
 5. Ensure that reports and dashboards are easy to understand for a wide audience, are visually appealing and represent the data accurately.
 6. Work within a multi-disciplinary team and stakeholders to investigate data patterns or trends
 7. Assist with investigating data quality problems, conduct root-cause analysis, and correct errors.
 8. Assist with developing process improvements and evaluate the impact of improvements.
 9. Monitor the quality and standardization of Nexus SD data, report on results, and recommend corrective action plans and alternative methods.
 10. Assist with creating controls to preserve the integrity of the information being reported.
- B. Assist in the implementation, administration and maintenance of software systems
1. Perform implementation tasks in development of software systems for integrations or programs related to Nexus SD
 2. Respond to support tickets from participating members
 3. Identify and resolve issues and opportunities with internal and external partners
 4. Have an understanding of basic programming logic and functions.
 5. Support training to software end users on correct software usage and data collection.
 6. Assist with enforcing and monitoring policies and procedures
- C. Professionalism
1. Support and carry out the mission of the agency.
 2. Develop and maintain close relationships with various agencies.
 3. Follow agency policies, including personnel and programmatic.
 4. Maintain a high level of confidentiality and awareness when interacting with client data
 5. Participate in the agency, demonstrate team participation and a work place philosophy that enriches staff's ability to reach goals and provide a high level of customer service.
 6. Develop professional and personal growth through opportunities and involvement.
- D. Additional Duties
1. At times, staff will be required to perform additional duties beyond those specified. Management retains the discretion to add or to change the duties of the position at any time.

Hours: Hourly full-time position. Includes day hours, 8 AM to 5 PM.

Employee

Date

Supervisor

Date

Interested candidates may submit a cover letter and resume to emily.waldner@helplinecenter.org.

June 12, 2024