DATA SYSTEMS MANAGER

JOB TITLE	Data Systems Manager
REPORTS TO (title)	Community Engagement & Development Director
DEPARTMENT/REGION NAME	Statewide
FTE	1.0FTE/40 Hours
FLSA	Exempt
PAY GRADE	14

OFSN strives to create a team of engaged employees who represent diverse backgrounds, languages, points of view and experiences. We understand that achieving equity is a continuous process, and we work to maintain the highest standards of ethics, transparency, and accountability.

OFSN is a family run organization that values those who have direct experience raising a child with significant mental, behavioral health challenges. OFSN gives preference to hiring individuals who have this direct experience.

PRIMARY PURPOSE

The Data Systems Manager provides strategic leadership for the organization's data systems and funding agreement reporting. This includes electronic health record (EHR) platforms, call center data systems, and other technology-based data collection, storage and reporting systems. The manager ensures that organizational data systems support high-quality service delivery, funding agreement compliance, organizational decision-making, and continuous quality improvement. The Data Systems Manager oversees the administration, configuration, maintenance, and enhancement of the organization's data systems and related databases while establishing policies, workflows, and standards that promote data accuracy, integrity, security, and accessibility.

The Data Systems Manager will work cross functionally to understand the system platforms, the applicability for the organizational work and to maximize accurate, reliable, and meaningful data reporting that supports the organization’s funding agreements, marketing and development efforts.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Data Governance and Management (50%)

- Implement organization-wide standards for data collection, validation, and reporting.
- Design and maintain dashboards, standardized reports, and executive reporting tools that align with the organization’s needs.
- Monitor organizational data quality and implement quality assurance processes.
- Develop data management structures that support funding agreement deliverables, cross functional collaboration, data integrity and continuous quality improvement.
- Analyze organizational trends and provide recommendations that maximize the use of data for advocacy and growth.
- Provide oversight for operational integrity of all data systems applicable to the organizations work and functional programs.
- Assess and correct data entry errors, data scrubbing and the use of consistent report generation.

Funding Agreement Reporting (25%)

- Develop automated reporting solutions for funder deliverables and performance measures.
- Ensure data required for organizational reporting is available, accurate, and timely.
- Collaborate on performance dashboards and compliance monitoring tools.
- Support audits, quarterly and annual reporting, and data mining activities through accurate reporting systems.

Training and Continuous Improvement (25%)

- Develop training materials and support the skills and abilities of organizational staff to effectively use relevant data systems.
- Establish priorities, performance expectations, and professional development plans for assigned staff.
- Provide technical assistance to staff regarding data system functionality and reporting tools.
- Lead continuous improvement initiatives related to organizational data management.
- Evaluate opportunities to improve workflows through automation and technology.

Other Duties

- Assist with strategic planning related to technology and information systems.
- Maintain relationships with software vendors and technology partners.
- Support fund development through data analysis and reporting capacity.
- Other duties as assigned or needed by the organization.

Qualifications

- **B**achelor's degree in Information Technology, Health Information Management, Business Administration, Data Management, Public Administration, Computer Information Systems, or a related field preferred; equivalent combination of education and progressively responsible experience in related work experience may be considered.
- Experience supervising teams, providing technical assistance, and leading system implementation or process improvement initiatives preferred.
- Advanced proficiency with Microsoft Office Suite, particularly Excel, Word, Outlook, and SharePoint; experience with reporting and data visualization tools is preferred.
- Strong analytical, organizational, and problem-solving skills with exceptional attention to detail.
- Ability to manage multiple projects, priorities, and deadlines while maintaining a high level of accuracy.
- Excellent written, verbal, and interpersonal communication skills, with the ability to explain technical concepts to individuals with varying levels of technology experience.
- Demonstrated ability to work independently while fostering collaborative relationships across organization and multidisciplinary teams.
- Ability to communicate effectively and respectfully with individuals from diverse cultural, educational, socioeconomic, racial, ethnic, and lived experience backgrounds.
- Must be able to pass preemployment requirements, which includes a criminal and abuse background check
- Have reliable transportation, valid and current automobile insurance and an insurable good driving record, or access to reliable transportation.

1. **PHYSICAL DEMAND - Use the following to indicate the type, amount, and frequency of physical effort typically required to perform the essential functions of the job acceptably; including the work positions in which the effort is applied. Physical effort refers to manual effort and may include lifting, moving, pulling, pushing, carrying, manipulating, shoveling, etc.**
    A. **The physical effort typically applied in this job includes (check all applicable boxes):**

X	Lifting		Pulling	X	Reaching		Manipulating
X	Carrying		Pushing		Shoveling	X	Keying/typing
	Other (specify)						

B. Check the box that best reflects the amount of effort typically applied and the frequency of application (Note: Whereas the following chart refers to lifting, any equivalent effort may be substituted):

Amount of Effort Applied	**% of Time Effort is Applied**			
	Less than 15%	15% to 40%	40% to 70%	More than 70%
Less than 1lb.				X
Between 1 & 5 lbs.	X			
Between 5 & 25 lbs.	X			
Between 25 & 60 lbs.				
More than 60 lbs.				

C. The effort reflected in the above chart is typically applied in the following work positions (<u>check those applicable</u>):

X	Sitting	X	Standing	X	Walking
	Stooping	X	Bending		Confined
	Other (specify)				

2. MENTAL OR VISUAL DEMAND - Check the statement below that best describes the degree of mental and/or visual fatigue typically sustained through the application of mind and eyes in performing the job (please edit statement as needed to fit job):

	Occasional mental and/or visual attention; the operation performed is either close to being automatic or the duties require attention only at long intervals.
	Frequent mental and/or visual attention; the flow of work is intermittent with checking or inspection involved.
	Continuous mental and/or visual attention; the work is either repetitive or diversified requiring constant alertness to monitor the production process and/or identify defects.
X	Concentrated mental and/or visual attention; the work involves performing complex tasks to very close accuracy and quality specifications; or a high degree of hand and eye coordination for sustained periods.
	Intense and/or exacting mental and/or visual attention; the work involves visualizing, planning, laying out, or otherwise performing very involved and complex work.

3. WORKING CONDITIONS - Use the following to indicate the presence, relative amount of, and continuity of exposure to disagreeable elements typically found in the physical work surroundings.

A. Identify the kinds of disagreeable elements incumbent would typically be exposed to in the work area (check all applicable boxes):

	Dust		Dirt		Heat		Cold
	Fumes		Noise		Vibration		Water
	Other (specify)						

B. Check the statement below that best describes the physical surroundings or conditions under which the job is typically performed and the extent of exposure to the disagreeable elements noted above (please edit statement as needed to fit this particular job):

	The job is typically performed under very comfortable working conditions; any disagreeable elements are generally absent during normal performance of job.
X	Work is typically performed under reasonably good working conditions; while exposure to any or all the above elements may occur, such exposure is generally not present to the extent of being disagreeable.

	The job is often performed under somewhat disagreeable working conditions; exposure to any or all of the above elements is likely, with at least one present to the extent of being disagreeable.

	The job is continuously performed under disagreeable working conditions; exposure to any or all of the above elements is probable, with several being present to the extent of being objectionable.

	Work is continuously performed under extremely disagreeable working conditions; exposure to many objectionable elements is both continuous and intensive.

4. **ATTENDANCE - While all employees are expected to comply with company attendance standards, the nature of some positions may require different standards in order to fulfill the essential functions of the job. Indicate below if compliance with the general company attendance standards is acceptable, or if different standards apply (please be specific):**

   Compliance with general company standards.
   Some weekend and evenings may be required.
   May require remote work or virtual work and training delivery.
   Travel across the state and some overnights may be required.
   Travel within the region is required.
   Requires regular and reliable attendance.
   80% office/20% remotely, based on business needs and supervisor approval

5. **SAFETY - While all employees are expected to comply with company attendance standards, specific practices as identified through job safety analysis (JSA) may be required. (JSA attached) Indicate below if compliance with the general company safety standards is acceptable, or if different standards apply (please be specific):**

   Compliance with general company standards.
   Additional safety precautions apply, including communicating status of location, adhering to safety protocols for community-based work and emergency situations.

6. **EEO CLASSIFICATION - This section should be completed by the Human Resources Department. It classifies positions for specific state and federal reporting requirements.**

	Executive/Senior Level Managers (1.1)	X	First/Mid-Level Managers (1.2)		Professional (2)		Technician (3)
	Sales (4)		Administrative Support Workers (5)		Craft Worker (6)		Operative (7)
	Laborer (8)		Service Worker (9)				

7. **SIGNATURES & DATES - NOTE: Because jobs change, management reserves the right to add to or change the duties of the position at any time.**

Immediate Supervisor *Date:*	*Next Level of Management* *Date:*
Human Resources *Date:*	*Employee* *Date:*