

Job Description – Data and Reporting Administrator

Location: Roca Chelsea

FLSA Classification: Non-Exempt

Organizational Overview

Founded in Chelsea, Massachusetts in 1988, Roca's mission is to move disengaged and disenfranchised young people out of violence and poverty.

Roca's Intervention Model is a cognitive-restructuring and skills development intervention that was developed and implemented to address the high-risk, underserved population of 17-24 males who are either: 1) aging out of the juvenile justice or juvenile probation systems with a strong propensity for re-incarceration as an adult; 2) connected with the adult justice system; or 3) are high-risk members of the community being served who have a strong propensity for incarceration as an adult.

Roca has a strong organizational culture where learning, personal experience, leading with values, and having deep faith are essential to achieve bold goals with disenfranchised young people. Roca helps young people to change their behavior and shift the trajectories of their lives to move toward the outcomes of economic independence and living out of harm's way.

Position Overview

The Data and Reporting Administrator must have seasoned data analysis and programming skills to manage data and information deftly and accurately in support of Roca's performance management needs. The Data and Reporting Administrator work ranges from data entry to running and developing standardized queries and reports (from internal databases and web-based applications). The Data and Reporting Administrator will also help provide key technical administration and expertise in the development and use of ETO to measure and report on the progress of each of our programs and organization as a whole. Roca uses Efforts to Outcomes (ETO) Database, a web-based performance management software created by Social Solutions. ETO is integrated completely throughout the organization to track staff performance and participant outcomes.

Responsibilities

- Understand, practice and promote the vision, mission, and values of the organization.

Performance Management System Administration

- Responsible for configuring and updating user accounts and youth workers caseloads in Efforts to Outcomes (ETO) database
- Responsible for configuring and updating user navigation and dashboards in ETO; as well as configuring and updating tracking tools
- Responsible for migrating and batching data in ETO
- Responsible for maintaining database schema and codebook in ETO
- Responsible for troubleshooting software errors in ETO database

Performance Management System Implementation, Training, Coaching and Ongoing Support

- Developing and updating user guides and training materials
- Training new staff how to effectively use ETO
- Training on new processes and tracking tools
- Ongoing support and troubleshooting for all staff

ETO Report Development

- Responsible for developing and updating automated reports and report references
- Ability to know how to troubleshoot report errors and discrepancies

Required Skills:

- Intermediate or advanced computer skills and a knowledge of relevant software packages (ETO; MS Excel; MS Access; MS Word; MS Visio; SAP Business Objects Web Intelligence 3.0/4.0)
- Comprehensive knowledge of database theory and design
- Comprehensive knowledge of logical and physical data modeling concepts and ability to develop SQL Queries
- Intermediate to Advanced SQL programming skills (Transact-SQL is a must)
- Expertise in applying effective Data Visualization principles
- Expertise in applying performance experience related to reporting queries
- Expertise in understanding and troubleshooting data integration issues (validation and cleaning)
- Strong analytical, conceptual, and problem solving skills (with good data manipulation capabilities)
- Strong communication (visually and verbally) and interpersonal skills
- Customer service skills
- Accuracy and excellent attention to detail
- Ability to apply a deep and thorough knowledge of organization, connecting data elements to program operations, specifically addressing report development and programming.
- Organizational skills (keenness to detail, ability to multitask, analytical skills and problem solving abilities)

Additional Qualifications:

The very nature of Roca's work requires an individual of great commitment and energy to the mission. Roca seeks a highly driven individual who is a good fit both personally and professionally for the culture of Roca and will understand, practice and promote the vision, mission, values, methods, and models of Roca.

Roca expects candidates to have the following skills:

- BA preferred/Equivalent work experience accepted
- Excellent at organizing, managing and completing multiple complex projects and tasks simultaneously with thoroughness, accuracy, timeliness and good humor.
- Self-motivation, initiative, and sound judgment are essential.
- Ability to work as a part of a team.
- Strong communication skills (oral and written).
- Willingness and ability to work outside of normal business hours, and Holidays and/or weekends as needed.

Requirements for the position:

- Possible travel around the Harbor and Springfield Areas
- Computer Literate
- Working with diverse cultures
- Valid MA Driver's License and current Driving Record