Position: Data & IT Coordinator
Exempt/Non-Exempt: Non-Exempt
Hours/Week: 40
Annual Salary Range: $49,000 to $54,000 reflective of experience
Reports To: Director of Finance & Administration

About Valley Outreach: Everybody needs help sometimes. Valley Outreach offers people a wide range of support – whether they need food, clothing, or help navigating resources during challenging times. Our programs include a food shelf, clothing program, and client support services. Volunteers, donors, and other community partners are critical to the success of the mission of Valley Outreach. When we work together, we can help neighbors find a place of stability.

Position Summary: As the Data & IT Coordinator at Valley Outreach, you will play a pivotal role in managing and optimizing data systems while supporting the organization's IT infrastructure. Your responsibilities will include monitoring and evaluating data across various organizational databases, maintaining multiple agency dashboards, and spearheading ongoing staff training initiatives to ensure accurate data entry and comprehensive knowledge of systems. This position is crucial in advancing Valley Outreach's commitment to data justice and enhancing its capacity to gather, analyze, and utilize quality data across all programs.

Valley Outreach offers a competitive benefits package that includes Medical/Dental/Vision insurance as well as Short Term Disability, a Simple IRA, a Flexible Spending Account, and Employee Assistance Program.

Essential Duties & Responsibilities:
Data Monitoring, Entry, and Evaluation (45%): Responsible for overseeing the organization's database ecosystem, including Client Track, Sign-In Scheduling, JotForm, and HMIS, ensuring data accuracy and integrity through the development and implementation of monitoring protocols. Serve as the key liaison with the Metropolitan Alliance of Connected Communities (MACC), actively participating in administrative meetings and collaborating on database updates. Additionally, generate and maintain program dashboards to facilitate strategic decision-making based on performance metrics.

- Acquire and maintain comprehensive knowledge of databases including Client Track, Sign-In Scheduling, JotForm, and HMIS.
- Develop and implement effective monitoring reports and procedures to uphold the highest data quality standards.
- Act as the organization's primary administrator for the Client Track database, participating in Agency Administrative meetings with MACC.
- Collaborate closely with MACC Client Data Consultant to facilitate necessary updates to the Client Track Database.

Reporting and Evaluation (25%): Enable strategic decision-making by assisting leadership in compiling comprehensive reports for board updates, program evaluation, and grant reporting.

- Collaborate with leadership and program management to compile monthly, quarterly, and annual reports tailored to organizational needs, aiding in board updates, program evaluation, and grant reporting.
- Assist the Director of Communications in accessing relevant data necessary for grant applications and reporting.
- Utilize data visualization tools proficiently to enhance comprehension and enthusiasm surrounding data insights.
- Provide comprehensive evaluations to leadership and program managers derived from robust data analysis, informing and guiding future initiatives effectively.

IT Support and Staff Technical Training (15%): Responsible for overseeing outsourced technical support partnerships, ensuring timely resolution of support requests, and coordinating staff hardware and software needs. Additionally, tasked with developing training programs, maintaining SharePoint sites, and providing ongoing technical assistance to facilitate efficient operations and data integrity.
- Act as the agency administrator for outsourced technical support partnerships with CrossFuze and MACC.
- Ensure the timely resolution of open technical support requests by monitoring ticketing systems.
- Coordinate staff hardware and software requirements during onboarding and offboarding, including laptops, phones, printers, scanners, email accounts, SharePoint access, etc.
- Manage SharePoint sites for various user groups, such as the Board, Committees, and Work Groups.
- Develop and implement comprehensive training programs for staff and volunteers to maintain consistent data accuracy in Client Track and Sign-In Scheduling.
- Create and update Standard Operating Procedures (SOPs) for critical role functions.
- Offer ongoing technical assistance to staff, addressing inquiries and resolving issues promptly.

Data Ethics and Confidentiality Compliance (10%):
- Ensure compliance with privacy laws and regulations in handling confidential client information.
- Demonstrate a thorough understanding of client confidentiality principles in all data-related activities.
- Promote data justice by advocating for equitable access to and responsible use of data across organizational practices.
- Implement and enforce data security protocols.

Other Duties as Assigned 5%

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Education Requirements:
Bachelor's degree in Information Technology, Computer Science, Data Management, or a related field is preferred but not required. Relevant experience and certifications will be considered in place of a degree.

Work Experience Requirements:
Data Management and Database Administration:
- Minimum of 3-5 years of hands-on experience in overseeing database ecosystems, including Client Track, Sign-In Scheduling, JotForm, and HMIS or similar systems.
- Proven track record in developing and implementing monitoring protocols to ensure data accuracy and integrity.
- Experience in serving as a primary administrator for database systems and collaborating with external partners such as MACC.
- Strong proficiency in data analysis and visualization tools to generate and maintain program dashboards for strategic decision-making.

Reporting and Evaluation:
- Demonstrated ability to compile comprehensive reports for board updates, program evaluation, and grant reporting, leveraging data insights.
- Experience in collaborating with leadership and program management to tailor reports to organizational needs and facilitate grant applications.
- Proficiency in data visualization tools to enhance comprehension and presentation of data insights for various stakeholders.

IT Support and Staff Technical Training:
- Previous experience in overseeing outsourced technical support partnerships and ensuring timely resolution of support requests.
- Familiarity with coordinating staff hardware and software needs, including onboarding/offboarding processes and managing SharePoint sites.
- Proven ability to develop and implement comprehensive training programs for staff and volunteers to ensure consistent data accuracy and efficient operations.
- Strong communication skills to provide ongoing technical assistance to staff and address inquiries promptly.

Data Ethics and Confidentiality Compliance:
- Demonstrated commitment to ensuring compliance with privacy laws and regulations in handling confidential client information.
- Thorough understanding of client confidentiality principles and a dedication to promoting data justice and equitable access to data.

Other Skills and Attributes:
- Commitment to racial equity and social justice and willingness to be actively engaged in ongoing equity work.
- Strong problem-solving skills and attention to detail.
- Ability to prioritize tasks and manage multiple responsibilities effectively.
- Excellent communication and interpersonal skills to collaborate with team members and external partners.
- Adaptable and willing to take on additional duties as assigned.

Physical Requirements:
- Ability to perform the essential job functions consistently, safely and successfully with the ADA and other federal, state, and local standards, including meeting qualitative and/or quantitative productivity standards.
- Ability to maintain regular, punctual attendance.
- Work is largely sedentary, but does require some lifting of up to 50 lbs.
- Evening hours may be required.
- Must be able to talk, listen, and speak clearly on the telephone.

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To apply for this position: Forward your resume and cover letter to jobs@valleyoutreachmn.org and place Director of Finance & Administration in the subject line.
The process will include:
- Review of information from all interested parties. Be sure to give us your phone number and email so we can contact you.
- A phone screening conversation will be set up with those candidates who most closely meet the requirements of the position. Several candidates will be invited to an in-person conversation regarding the position
- A second, in-person conversation, if needed.