Data and Analytics Specialist (temporary position)

Maryland State Education Association (MSEA)

Maryland State Education Association (MSEA) is the Maryland affiliate of the National Education Association (NEA). MSEA is a union and professional association headquartered in Annapolis, Maryland representing 75,000 educators and school employees working in Maryland's public schools. MSEA is dedicated to improving the teaching and learning experience; negotiating professional compensation and advocating for increased education funding and working conditions for public school employees; promoting academic achievement for all students; and protecting labor, civil and human rights for all.

JOB SUMMARY: This position will support the Membership and Data teams' work to leverage membership and organize data from across multiple systems to advance the mission and strategic objectives of MSEA. A key focus will be on refining existing and building new Extraction, Transformation and Load (ETL) processes to integrate data from Constituent Relationship Management Systems (CRMs), internal and external data sources to support reporting and analytics needs across the organization.

RESPONSIBILITIES:

- Provide training and support to membership staff and local associations including preparation of written instructions and training materials for using CRMs and digital organizing tools.

- Develop templates and standard operating procedures on collection of organizing data by MSEA Staff and local associations.

- Provide training and support to MSEA staff on use of CRMs and digital organizing tools to advance their work. Ensure data collected is actionable and accessible across the organization.

- Design, schedule, and generate custom reports to support internal staff and local affiliates requests.

- Provide case management support.

- Assess current data processes, integrations & ETLs and develop enhancements that increase efficiency and accuracy of data flows.

- Analyze core systems (i.e. VAN, Salesforce or other CRMs) and provide guidance and recommendations on how best to improve data granularity and quality.

- Monitor core systems for data errors and inaccuracies, and develop solutions to identify and reduce errors.

QUALIFICATIONS:

- Bachelor's degree, preferably in Computer Science or Information Systems Management with a minimum of two years of relevant work experience, or an Associate's degree and with a minimum of three to five years of relevant work experience.

- Experience at Administrator level of a CRM tool such as VAN, EveryAction, Salesforce or similar tool.

- Working knowledge in the use of SQL, Python, Java, R, or any other high-level programming languages along with industry standard data-interchange formats such as JSON or XML.

- Experience using APIs to move data between systems, including native/program specific APIs and tools such as Zapier, PowerAutomate or similar 3rd party tools.

- Proficiency in using advanced features of word processing, spreadsheets, databases, and presentation software, preferably using Microsoft Word, Excel, Access, and PowerPoint.

- Demonstrated experience gathering, analyzing, and validating program data.

- Experience designing program reports and charts for presentations and publications.

- Effective interpersonal and customer service skills to interact with all levels of members, staff, and governance.

- Demonstrated ability to work independently and collaboratively as part of a team.

- Ability to handle multiple and complex tasks simultaneously under stringent timeframes.

- Demonstrated use of sound judgment for decision-making and ability to follow through on tasks with minimal supervision.

- Proven ability to maintain sensitivity to highly confidential information.

- Proven flexibility and effectiveness in handling multiple and complex projects simultaneously under stringent timeframes and changing priorities/conditions.

- Ability and willingness to engage in travel and to work extended hours on evenings and occasionally on weekends.

- Ability to operate standard office equipment.

- Has a valid US driver's license that complies with the State of Maryland.

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ADDITONAL QUALIFICATIONS:

- Preferred but not required: Experience using business intelligence tools such as PowerBi, CIVIS, Tableau, IBM Cognos Analytics or Salesforce to build reports.

- Preferred but not required: Experience as a field organizer or equivalent role in union organizing, electoral campaign, issue advocacy, or community organizing campaign.

Compensation

Salary: The starting salary range for this position is $75,000 to $95,000.

Date of Employment: As soon as possible

Submission deadline: Open until filled

Length of Assignment: One year from the date of hire

Email address: careers@mseanea.org

Interested applicants should submit a resume, cover letter and employment application to the email address above. Applications can be downloaded from the MSEA website at marylandeducators.org. All applications must be typed.

MSEA is an EQUAL OPPORTUNITY EMPLOYER.

MSEA is committed to the principle of equal employment opportunity for all employees with a work environment free of discrimination and harassment. All employment decisions at MSEA are based on business needs, job requirements, and individual qualifications without regard to race, color, religion or belief, national origin, sex, age, sexual orientation, gender identity, marital status, or disability.