



**COLORADO YOUTH**  
**FOR A CHANGE**  
youthforachange.org

## Data Systems Administrator

**REPORTS TO: Director of Finance & Administration**

**FLSA Status: Non-exempt**

**Position Summary:** The Data Systems Administrator provides oversight of the organization's data management systems (ETO, Salesforce, LMS, Microsoft 365), quality control and accountability initiatives and works to ensure that CYC is well positioned to collect, analyze, and report on outcome and relationship data. In addition, the Data Systems Administrator provides oversight to manage the validation of tools and processes, to design trainings and provide technical assistance around data management and to ensure that routine and specialized reports are available for users throughout the organization. This position works in collaboration with the Chief Program Officer and the Director of Development, serving as the organization's primary liaison around data tracking and data quality. This position supports the efforts for building CYC's capacity to collect, track and utilize data in order to improve relationship tracking, decision making, practice, and outcomes throughout the organization. This position is full-time with benefits. Hourly salary is \$21.63.

### Essential Functions

#### *ETO*

- Implement and manage an organization-wide plan for ensuring the accurate and timely collection of program data
- Prepare and update regular reporting tools (e.g., quarterly dashboards) to keep programs, and the Senior Management Team fully informed around key performance metrics
- Support development, enhancement and maintenance of multiple datasets
- Evaluate datasets for consistency, completeness, accuracy and reasonableness
- Audit data on a regular basis and ensure data integrity
- Manage the regular report running schedule and process
- Identify and correct data entry errors
- Address any issues, questions and problems in accurate and timely manner
- Provide outcome information for proposal writing and foundation reports.
- Train staff and AmeriCorps members on data entry protocol, expectations, and processes

#### *LMS*

- Formalize training processes for staff and AmeriCorps members through LMS platform
- Upload recorded trainings into LMS platform
- Oversee completion status of LMS trainings for staff and AmeriCorps members
- Maintain trainings to ensure they are accurate and up to date as processes change and evolve

### *Salesforce*

- Maintains 98% accuracy of the Salesforce database
- Perform administrative responsibilities such as server profile permissions, roles, and user creation
- Maintain and recommend new validation rules, workflow rules, flows, and processes
- Manage and maintain third party apps
- Administer and maintain all aspects of the Salesforce instance including reporting and dashboards
- Recommend to leadership changes to Salesforce to improve productivity
- Manage and recommend new standard and custom objects, fields, formulas, and page layouts
- Complete bulk imports and exports of data
- Maintain data integrity through data cleansing and deduplication
- Troubleshoot, resolve and track Salesforce end-user issues

### *Microsoft 365*

- Perform administrative responsibilities such as server profile permissions, roles, and user creation
- Create user outlook accounts for all new hires
- Close accounts in a timely manner when staff and members leave the organization
- Manage spam accounts and security settings

### **Other Duties**

- Attend and participate in staff meetings as required
- Run errands as needed using personal transportation
- Perform other duties, responsibilities, and special projects as assigned
- Complete required training courses as assigned by CYC

### **Knowledge, Skills, and Abilities**

- A bachelor's degree or equivalent combination of education and experience
- Computer skills in Microsoft Office Suite
- Experience with database management – experience with ETO and Salesforce preferred
- Excellent communication and interpersonal skills
- Ability to work both independently without close oversight to meet deadlines
- Good organizational skills with the ability to balance and prioritize multiple tasks and requests
- An ability to “change gears” and work collaboratively with internal staff and external partners
- Appreciation of clear and appropriate boundaries with youth, staff, and members
- A passionate and committed belief that youth can rise above seemingly insurmountable obstacles and return to school, graduate, and enter into post-secondary education
- Dependable transportation and being insurable as a driver on the auto liability policy of Colorado Youth for a Change
- Commitment to supporting and being a part of CYC's effort to continually strive toward inclusivity and growth.
- Demonstration of an appreciation of the organization and each individual's unique strengths and perspective, including a commitment to self-development identity work
- Dedication to engaging staff, members, and students across social identities

I have read, understand and am able to perform the essential functions of this position with or without accommodations.

\_\_\_\_\_  
Employee (Print Name)

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date

## Data Systems Administrator

### PHYSICAL REQUIREMENTS AND POTENTIAL HAZARDS

The following identifies the physical demands and potential hazards typically encountered by this position. The information is necessary in part to ensure compliance with the Americans with Disabilities Act and the OSHA Blood borne Pathogens Standards. These can reasonably be anticipated in the normal and customary performance of the essential functions of your work.

- NE:** Requirement is present, but is not essential to the position.
- O:** Occasional, up to 33 percent of the time and essential to the position.
- F:** Frequent, 34-66 percent of the time.
- C:** Continuous, over 66 percent of the time.

	<b>NE</b>	<b>O</b>	<b>F</b>	<b>C</b>
Sitting			X	
Walking	X			
Standing	X			
Bending or twisting	X			
Squatting or kneeling	X			
Reaching above shoulder level	X			
Driving cars, light duty trucks	X			
Repetitive motion of hands/fingers				X
Grasping with hand, gripping		X		
Lifting/carrying 10-25 pounds	X			
Lifting/carrying 26-50 pounds	X			
Pushing/Pulling	X			
Exposure to infection, germs or contagious diseases	X			

Seeing objects at a distance	X			
Seeing objects peripherally	X			
Seeing close work (e.g., typed print)				X
Distinguishing colors		X		
Hearing conversations or sounds				X
Hearing via radio or telephone				X
Communicating through speech			X	
Communicating by writing/reading			X	
Exposure to aggressive/angry people	X			
Other:				

I have read and understand the physical requirements and potential hazards of this position and am able to perform the physical requirements as stated above with or without reasonable accommodation.

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Employee Signature

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Date