Manager of Data and Technology

San Francisco, CA

We believe, and research shows, that student and stakeholder feedback matters for school improvement and student success. That's why, in 2008, we created YouthTruth – to help educators harness student and stakeholder feedback to accelerate improvements. We've heard from over 1.8 million students as well as hundreds of thousands of family and staff members across 39 states and four countries. When you join YouthTruth, you join a small and collaborative team that has big impact on schools across the U.S and the education sector.

Reporting to the executive director, you will manage a team of four to six analysts and developers responsible for putting student perception data into the hands of those making instructional and leadership decisions in K-12 schools. You will be instrumental in managing and coordinating product and process improvement, team capacity, and technology projects – as well as guiding the evolution of our tech systems and processes to meet our needs as we grow.

What You'll Do:

Team Leadership and Project Management

- In collaboration with the executive director and the analyst team, identify, communicate, and execute against short-and long-term team goals and priorities.
- Facilitate analyst team collaboration with internal and external facing teams.
- Manage capacity across the team, balancing client deliverables and deadlines with product and process improvement projects.
- Identify and implement team needs and opportunities to evolve our systems, approaches, and/or roles for maximum efficiency, accuracy, and impact.
- Support the team in continuous improvement of quality control practices and procedures; implement an effective knowledge management and documentation strategy across the team.

Product

- Guide product development and process improvements.
- Oversee and drive efficiencies in the creation of customizable surveys and data-driven reports based on survey results.
- Manage technology contractors and coordinate technology projects across teams.
- Ensure consistent testing, maintenance, and upkeep of codebase; coordinate code releases.

People

- Manage a team of analysts and software developers. Coach and guide the ongoing professional development of members of the team.
- Advise executive director on resourcing needs to meet team goals.

Who You Are:
- Passionate about putting your technical skills to work to elevate student voice and improve K-12 education; experience working in education or with education data a plus
- Creative and analytical in your approaches to automating workflow and optimizing data processes and systems
- Highly organized with a sharp attention to detail
- Eager and able to quickly learn new tools, systems, and skills; willing to learn and contribute to the day-to-day work and systems to deeply understand and ultimately improve them
- Flexible, adaptable, and resourceful in a fast-paced environment; iterative and open to feedback
- An excellent communicator with the ability to work cross-functionally and communicate with both technical and non-technical colleagues

Your Background and Experiences:
- Minimum of seven years of relevant professional experience
- Experience managing people and/or teams
- Relevant project management experience with strong organizational skills and ability to balance a complex set of needs and priorities.
- Technical expertise; experience with software development or supervising software engineers.

Benefits:

Our nonprofit model is central to our identity: our bottom line is impact, not profit. Yet even as a nonprofit, we successfully compete for top talent across both the public and private sectors and offer competitive compensation and benefits, including:

- The annual base salary for this position is $130,000. In addition, this role is eligible for a generous Performance Based Incentive Compensation.
- Healthy work-life balance; employees typically average about 45 hours/week.
- Comprehensive health and dental insurance plans.
- Generous paid time off plan, including up to 15 holidays, two weeks of accrued vacation, and two personal days per year.
- Eligibility to work remotely 2 days per week.
- 401(k) plan with a 1:1 Employer Match up to 5% of total compensation.
- Generous annual personal professional development allowance.
- Flexible spending and dependent care tax free savings plans.
- Life insurance covered 100% by the organization.

We believe diversity and inclusion are key drivers of creativity and innovation, and we actively seek out candidates from many types of diverse backgrounds to apply for this exciting role.

Location:

We have offices in Cambridge, Massachusetts and San Francisco, California, where the entire YouthTruth team resides (and enjoys sweeping views of San Francisco bay and the Bay Bridge). This role will be based in our San Francisco office. Currently some staff are working remotely full time; all staff are expected to be back in the office at least 3 days per week no later than January 3rd 2022.

To Apply:

Please fill out our application for employment and attach a resume and thoughtful cover letter, outlining how your skills and experience meet the qualifications of the position. If you have any questions, please contact Alyse d'Amico, Vice President of People and Culture at alysed [at] cep [dot] org. Applications will be reviewed on a rolling basis.