Job Title: Manager of Analytics and Technology

Salary Grade Range: 9

FLSA Status: Exempt

Reporting Relationship

- Reports to Executive Director

- Direct Reports: User Experience Specialist, IT Systems Administrator

Position Summary

- Guides the overall direction, strategy, and management of the Analytics and Technology team, its processes, and its portfolio of work

- Manage all aspects of the CCS analytics program including identifying data needs; developing efficient data collection processes; securely storing data in accordance with CCS policies; effectively synthesizing data to meet CCS and member library business needs; clearly communicating findings, implications and solutions to stakeholders

- Manages information technology resources including staff, IT managed service provider, budget

- Supports member libraries' business intelligence needs including strategic planning, identifying and tracking KPIs, benchmarking, and major project assessment

Core Job Functions

Analytics Program Development (60%)

- Collaborate with the Executive Director and Director of Member Services to determine Analytics Program goals in accordance with the strategic plan and needs of member libraries
- Partner with CCS and library leaders to Understand and identify business intelligence needs of CCS and member libraries. Create replicable or templated analysis processes to maximize value across members.
- Manage continuous improvements of data collection processes
- Ensure the integrity of all data quality, data accuracy, data analysis, and analytics processes to find and validate results, trends and conclusions
- Analyze and interpret complex data from multiple sources to identify patterns and trends, recognize anomalies, evaluate programs and services, and forecast potential impact.
- Develop data visualizations for stakeholders at CCS, in member libraries, and the greater community
- Effectively communicate findings, implications, and potential solutions written and orally
- Proactively participate in major CCS initiatives at the onset to establish baselines and identify measures for success. Perform post-event analysis.

- Complete business intelligence tasks including assessments, data requests, reporting, data profiling, process auditing, and documentation

Analytics and Technology Department Management and Development (25%)
- Develop and manage programs for Analytics and Technology to meet the goals of the CCS strategic plan
- Responsible for training, developing, counseling, evaluating, and disciplining Analytics and Technology staff
- Recommend employment decisions to the Executive Director
- Develop and manage the Analytics and Technology budget for subscriptions, software, project assistance, and consultants as requested by the Executive Director
- Supervise Analytics and Technology team in developing and maintaining their portfolio of work
- Manage relationships with vendors and service providers to ensure they meet the needs of the organization

Member and Industry Engagement (15%)
- Support member library planning processes
- Consult with member library staff on data needs, collection methods, and interpretation
- Respond to internal and external research questions in accordance with Analytics Program goals
- Presents trainings, workshops, or webinars for internal and external staff to support the Analytics Program
- Effectively represent CCS to vendors, members and other partners at meetings, conferences and in other professional settings
- Serve on local, state and national committees as appropriate

Other Duties as Assigned

Knowledge, Skills, and Abilities

Education
- Bachelor's Degree in a related field: Computer science, Information design, Statistics, Business administration OR equivalent experience

Knowledge/Experience
- Three years of relevant experience required; supervisory experience preferred
- In-depth knowledge of planning and data evaluation techniques and methodologies required
- Ability to translate data analysis findings to stakeholders. Excellent written communication skills to present technical and non-technical information clearly and concisely to individuals of different backgrounds required
- Experience with a business intelligence platform
- Experience with a DBMS
- Working knowledge of SQL required, working knowledge of statistical packages such as R or Python preferred
- Demonstrated ability to analyze and interpret data to prepare reports and communicate actionable recommendations

- Proficiency in presenting data visually and providing insights that tell a story
- Knowledge of project management
- Knowledge of library operations and current policies, practices, trends, and technology preferred
- Experience managing technology provider contracts preferred
- Experience with inter-agency collaboration preferred

Skills/Abilities
- Demonstrated passion for service excellence in all dealings with internal and external constituents
- Ability to work collaboratively and effectively with diverse groups with wide-ranging skill levels and needs
- A strong command of the English language and excellent verbal and written communication skills
- Ability to multitask and to plan, prioritize, coordinate, and implement projects effectively
- Ability to work effectively without supervision, to exercise sound, independent judgment, to foresee potential problems and to suggest effective solutions
- Ability to maintain a productive work atmosphere by behaving and communicating in a positive manner with clients and colleagues while achieving performance expectations
- Excellent computer skills in a Microsoft environment, including Outlook, Word, Excel and PowerPoint

Technical/Physical Requirements
- Access to reliable transportation
- Effectively communicate with stakeholders in written and oral capacities
- Available for occasional evening and weekend work