Position:

Norfolk Academy is seeking a highly skilled and detail-oriented Applications and Data Systems Analyst to manage the school’s data and data systems to begin July 2024.

Position Category: Exempt. 12 months.

Essential Function:

The primary responsibility of the Applications and Data Systems Analyst will be managing the data integration between systems including Blackbaud, Canvas, Magnus Health, Blackboard, and other operational and academic applications. The successful candidate will demonstrate a deep understanding of database management and possess strong technical, collaboration, and communication skills to work effectively with faculty, staff, and administrators across the school. Reporting to the Director of IT Services, the Applications and Data Systems Analyst plays a critical role in managing and ensuring the accuracy, security and usability of the school’s databases and related systems.

Responsibilities Include:

- **Database administration:**
  - Manage integrity of database systems, maintenance of database documentations, scripts and integrations

- **Application management:**
  - Create and maintain user accounts and permissions, monitor product road maps, ensure systems are up-to-date and secure
  - Serve as primary point of contact for reporting support including data mining and import/export for reporting purposes

- **Data Governance and Process improvement:**
  - Develop and maintain written policies regarding account management and data entry procedures to support the effective and efficient operation of school systems; identify opportunities to improve data management processes, systems, and procedures

- **Third-party integrations:**
  - Manage integrations with external applications including the use of established APIs to efficiently and securely share data between applications

- **User support and training:**
  - Provide technical support and training to faculty, staff, and administrators on the use of the school’s databases and related software applications

- **Project management:**
  - Manage projects related to data management including software upgrades, data migration and integration projects, and system enhancements

Required Skills and Competencies:

- **Database Administration:**
  - Deep understanding of managing the integrity of database systems, including identity and access control
  - Skilled in maintaining comprehensive database documentation, scripts, and integrations

- **Application Management:**
Product Lifecycle Awareness: Understanding of monitoring product road maps and staying informed about updates, patches, and system enhancements

Process Improvement:
- Capacity to identify opportunities for process improvement in data management processes, systems, and procedures

Third-Party Integrations:
- Understanding of and experience in managing integrations with external applications, utilizing established APIs
- Knowledge of ensuring efficient and secure data sharing between applications

User Support and Training:
- Proficient in providing technical support to faculty, staff, and administrators
- Experience conducting effective training sessions for software applications

Project Management:
- Knowledge in planning and managing projects related to data management, including software upgrades, data migration, and system enhancements

**Required Qualifications:**

- Bachelor’s degree in computer science, information technology, or a related field. Technical training or equivalent job experience may substitute for technical degree
- Three to five years’ experience managing data applications and integrations including database design and development, data structures, writing database queries, performing data analysis, and producing complex reports
- Strong problem-solving and analytical skills, with the ability to identify and resolve complex technical issues
- Ability to maintain integrity and confidentiality of data and adhere to privacy and security regulations and institutional policies
- Experience setting up, testing, and managing APIs to share data between applications
- Excellent communication and collaboration skills, with the ability to effectively explain technical content to both technical and non-technical audiences
- Ability to work independently and responsibly while managing numerous projects
- Ability to work in cross-functional teams with diverse groups of users and varied skill sets

**Preferred Experience:**

- Working knowledge of Blackbaud Applications: Raiser’s Edge, Financial Edge, Core, Connect, Student Information System (SIS), Tuition Management, Enrollment Management
- Experience using OneRoster and SKY APIs as well as Microsoft School Data Sync
- Experience with scripting, coding, and API Development
- Knowledge of statistics and experience using statistical packages for analyzing datasets
- Knowledge of K12 school operations
- Technical expertise with integrated applications including Canvas, Magnus, Blackboard, Pickatime, and Finalsite