npower

Position: System Data Analyst
Location: 55 Washington Street, Brooklyn, NY
Supervisor: Manager Salesforce Operations & Data Analytics

BACKGROUND

NPower is a high-performing leader in providing pathways to successful digital careers for youth from underserved communities and veterans across the US and Canada. NPower's award winning training programs use curriculum informed by senior industry leaders and labor market trends. On average, NPower graduates 85% of enrolled students, places 100% of graduates in paid internships and has over an 80% rate of success for employment or continued education within 6 months of graduation. Notable corporate partners include Symantec, Cisco, Bank of America, Citi, CBS, JPMorgan Chase, ServiceNow, and HP.

We address many of the primary barriers that our veteran community confront. Beyond free technical classes, our career training programs provide in-demand certifications within weeks, paid internships, professional networking and mentorship with business leaders, soft skills coaching, connection to social services, job placement assistance, transit assistance and an opportunity for graduates to give back to the program via our professional volunteer network. We provide ongoing career coaching, advanced certifications, and leadership development for our alumni, ensuring that we are developing true pathways for long-term success for our students.

Position Summary:

NPower is seeking an energetic and detail-oriented professional to maintain and enhance NPower's system for collecting, tracking and reporting program data (activities and outcomes) and fundraising donor information using the Salesforce CRM (customer relationship management) platform. Data collected supports a number of initiatives, including fundraising, marketing and importantly, program evaluation and improvement. This position will support regional and headquarter data analysis initiatives to enhance data integrity. This role is integral in providing our organization a continued path to success.

Responsibilities

- Ensure all regional offices accurately reflect program activities and outcomes into the Salesforce platform.

    i. Develop & maintain reporting calendar corresponding to program and organizational needs on weekly, monthly, and quarterly basis for data analysis and review.

- Assist in department focused projects that includes analytical support needed in response for proposals, foundation reports and fundraising efforts.

- Perform quantitative and qualitative analyses on NPower program and fundraising data.

- Perform end user and application support functions including problem solving and resolution of Salesforce application function defects.

- Collaborate with NPower internal departments to assess current data structures and recommend improvements based on the needs of the organization and the program. Implement those changes and work with other staff as appropriate.

- Assist in training and the development of training materials that capture fundraising and program data in Salesforce.

- Maintain cleansing requirements to support database integrity.

- Perform other related duties as assigned.

Candidate Requirements

- Bachelor's degree **OR** 1-2 years of relevant database management & analytics experience.
- Familiarity of Salesforce CRM platform or other database platforms with the ability to create a variety of fields, reports, and custom objects for use in activities outlined above.
- Experience in data management and qualitative/quantitative research methods.
- Strong knowledge of Microsoft Office software including Word, PowerPoint, etc.
- Advanced knowledge of Microsoft Excel (ability to create pivot tables, formulas, charts, etc.).
- Excellent organizational and time management skills, with attention to detail and accuracy.
- Outstanding analytical skills.
- Effective communicator of complex ideas to individuals of varying experience.
- Ability to work independently and meet deadlines.

Core Competencies

- **Technology:** Strong working proficiency in Microsoft Excel, Word, and PowerPoint. Accuracy with data entry and comfort with basic report and query building and running in a donor database.
- **Analytical Thinking & Research**: Ability to synthesize donor data (from database, Internet research) to contribute to the development of program and fundraising strategies.
- **Project Management**: A self-starter capable of prioritizing multiple projects with competing deadlines and coordinating project needs among a small and mighty team.

Compensation

- Commensurate with position and experience.

How to Apply

Please submit a cover letter and resume via email to: Ashley.Desroches@npower.org

As an equal opportunity employer, NPower encourages diversity and does not discriminate in employment on the basis of age, race, color, creed, gender, religion, marital status, national origin, disability, or sexual orientation.