



## Future Focused Education Job Description

**Job Title:** Project and Data Systems Manager

**Status:** Full-time exempt

**Location:** Hybrid, Albuquerque Area Preferred

### **Future Focused Education:**

Future Focused Education (Future Focused) is an Albuquerque-based nonprofit organization. Our mission is to create healthier and more prosperous communities by advancing the best education for students who need it the most. We envision schools as sites of innovation and opportunity, where students become the creators of healthy and more prosperous communities. Future Focused staff collaborate locally and nationally with innovative schools, employers, and a breadth of community partners to advance practices, programs, and policies that improve equity and opportunity for young people. Future Focused is committed to promoting racial and economic justice through our work with culturally diverse communities to transform education.

### **Position Summary:**

The Project and Data Systems Manager provides important support to FFE's initiatives. This includes managing data systems for FFE's X3 and X3 NeXt paid internship programs, providing data system training and technical assistance to partners across New Mexico implementing their own work-based-learning programs, and collaborating with FFE's program evaluation, operations, and program teams to build systems and processes that support program quality and improvement. The Project and Data Systems Manager will be responsible for day to day management of at least these two data-system platforms, and other projects as assigned:

- **Salesforce** is a customer relations management (CRM) system that FFE uses to manage, document, and monitor our work with interns, schools, employers, funders, and fee-for-service clients.
- **ImBlaze** is a Salesforce-based application developed by Big Picture Learning. FFE uses ImBlaze to manage internship placements, interns' attendance at their internships, and comments from interns and mentors. Through an arrangement with Big Picture Learning, FFE also sub-licenses ImBlaze for use by other entities in New Mexico.

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## **Essential Duties and Responsibilities:**

It is the responsibility of the Project and Data Systems Manager to carry out tasks and projects under the supervision of the Director of Organizational Learning and Research, in close coordination with FFE's Director of Operations and Director of Work-Based Learning. The descriptors below are illustrative only of the tasks performed by this position and are not all-inclusive.

### Data System Management

- Manage the day to day running of Salesforce and ImBlaze.
- Perform basic administrative functions including user account maintenance, data entry and clean up, reports, listviews, dashboards, and other routine tasks.
- Manage operational requests and troubleshoot user and system issues.
- Upload data from .CSV files into Salesforce.
- Continuously adapt the two platforms to incorporate program changes and process improvements, collaborating with consultant developers as appropriate.
- Develop and maintain relationships with representatives at Salesforce, Big Picture Learning, DiverseIT, Ingenuity Software Labs, and any other developers as needed to provide training, troubleshoot issues, and improve the different software platforms.

### Customer Relations

- Facilitate pitch sessions and demos for prospective clients of FFE's services and users of ImBlaze.
- Listen to the data management needs of prospective clients and assess whether FFE can meet those needs.
- Collaborate with relevant FFE staff to secure fee-for-service contracts that include use of ImBlaze.
- Provide friendly customer service and respond quickly to users with questions and issues.

### Training and Technical Assistance

- Facilitate virtual and in-person training for FFE staff and external clients. This includes training interns, school and district staff, and company mentors.
- Create training materials, including instructional guides and presentation slides to support learning.
- Schedule as-needed training, troubleshooting, and technical assistance sessions for FFE and external clients.

### Operational System Development

- Participate in meetings of FFE's operations team to support Salesforce use and

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integration into organizational processes.

- Help write standard operating procedures as they relate to data system implementation and use.

### Contributions to a Collaborative Organization

- Work with the evaluation, operations, and work-based learning teams to identify and carry out projects to support employer recruitment; school partnerships; intern recruitment, coaching, monitoring, and support; and more.
- Liaison with relevant staff across the organization to understand needs and identify possible changes to Salesforce, and ImBlaze. Demonstrate a willingness to take on tasks beyond this position description, including meeting facilitation, survey development and analysis, and outreach to interns, employers, and other partners.

### **Work Environment:**

Work is performed in a variety of business, education, and office space settings. Willingness to travel around Albuquerque and around the state with reliable transportation is required. Evening, weekend, and/or holiday work may be required. In addition, traveling about once a quarter outside New Mexico may be required. Work will sometimes take place remotely; internet access is required. Regular communication with the supervisor is expected via web conference, email, text, and phone.

### **Qualifications:**

#### Education

Associate's degree or higher or Salesforce Administrator certification

#### Experience

At least one year experience with customer data management using any CRM, preference for at least two years of experience with Salesforce administration.

### Alignment with FFE's Guiding Principles

- Seeks to work in collaboration
- Chooses to influence rather than control
- Values local wisdom to inform the work
- Is responsive to the local community and follows through on commitments
- Identifies as a learner and adapts based on data we collect
- Uses an asset-based perspective
- Uses transparent communication as a tool for growth
- Challenges themselves to root all work in racial and economic justice
- Engages with our mission "to provide the best education for the students who need it

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the most” to inform and guide the work

### Skills

- Database management skills including knowledge of traditional CRM features and functionality (Salesforce knowledge preferred)
- Excellent Microsoft Excel skills; functional knowledge of Google Suite helpful but not required
- Ability to engage with online learning modules and teach oneself new technical skills to support system development, maintenance, and issue resolution
- Interpersonal skills, including the ability to work collaboratively with others and respond to differences with flexibility, self-awareness, and respect for others’ identities and cultures
- Writing, formatting, and presentation skills, including the ability to prepare visually appealing documents and presentations and to train a variety of audiences in software use
- Careful attention to detail, placing a high value on accuracy of data and usability of all deliverables
- High standard of ethics, ensuring discreet handling of data and sensitive, personally identifiable information
- Project management skills; ability to plan and organize
- Versatility, willingness to offer support and complete tasks outside this job description, ability to adjust work plans to meet diverse and changing needs across the organization
- Ability to manage time across multiple projects and communicate with a supervisor as needed to navigate competing priorities; willingness to take direction and manage up

### **How to Apply:**

For consideration, the applicant must submit a cover letter, resume, and three references to Tony Monfiletto, Executive Director, [info@futurefocusededucation.org](mailto:info@futurefocusededucation.org)

Qualified candidates will be contacted for an interview.  
The position is estimated to begin on October 16, 2023.

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