

Data Services Manager:

THE OPPORTUNITY

Alma is one of the leading companies in the Ed Tech field. We are hiring an experienced Data Services Manager to join our team. If you're excited to be part of a groundbreaking team, Alma is a great place to grow your career. At Alma you will enjoy a culture where your voice is valued and you are contributing to our team of passionate professionals providing real-life solutions to our school's biggest challenges. We take pride in creating purposeful work and allowing our employees to grow and achieve their goals every day.

This role will have overall responsibility for establishing and maintaining an integrated cadence for Data Services and Customer Engagement operations. It will enable consistency across the organization and ensure effective planning and performance of the data services related areas across a wide-ranging span of related activities. In this role, the candidate understands both the company and division objectives, ensures all activities are aligned with these objectives, interprets and develops organizational strategies, policies and practices as needed to meet the division's financial, non-financial, near and long term priorities and growth goals.

The Data Services Manager position is a critical leadership position for the company and provides engineering/operations leadership to support existing account technical service needs. The position is a working manager position and will manage projects as needed to support growth.

Details -

- Full-time
- Position could be stationed in our Portland headquarters. (Remote is also an option.)
- Salary based on qualifications and experience

Responsibilities -

- Lead the data services team in using agile methodology and scrum best practices
- Help the data services and customer engagement teams to achieve customer satisfaction
- Lead, mentor, and develop the data services team, including overseeing daily workload and providing career development opportunities
- Serve as the single point of contact for data services content
- Review and manage ongoing customer service requests
- Serve as the contact person for all teams if database questions arise
- Excellent technical and commercial written and verbal communication skills.
- Proven ability to lead and direct technical teams
- Ability to "lead by influence"

- Works with a modest amount of supervision and oversight
- Strong background/experience in project management
- Demonstrated effective ability to succeed in a cross functional work team environment
- Strong analytical and problem solving skills
- Demonstrate leadership, partnership, and collaboration; motivate and inspire cross-functional program teams.
- Embrace and clarify murky business problems; lead discovery to define objectives and design programs to achieve them.
- Define and regularly report on data team metrics and measurement.
- Ensure all stakeholders are appropriately informed and aligned. Surface decision points and mis-alignment; proactively seek out and manage objections and competing perspectives.
- Continuously contribute to the development of others; champion a culture of continuous feedback.
- Maintain a positive presence for the data services team; play the role of the cheerleader to keep the team focused and motivated through times of stress

Requirements -

- Experience with project management tools and process creation
- Prior experience on an engineering team
- Ability to analyze and think quickly and to resolve conflict
- Knowledgeable in techniques to fill in gaps in the scrum
- Experience with successful Agile techniques
- Ability to work with and lead a team
- Strong communication, interpersonal and mentoring skills
- Ability to adapt to a changing environment
- Self-motivation and ability to stay focused in the middle of distraction
- Highly adaptable and agile in an exceptionally dynamic and fast-paced environment
- Able to thrive within ambiguity
- Excellent communication skills; effectively achieve appropriate transparency, set expectations, tell a story, highlight misalignment; Effectively partner & present with senior executives.
- Collaborative; Excellent interpersonal effectiveness; Able to have critical conversations
- Readily understands business drivers, program impact, and individual motivations.
- Consistently demonstrates good judgement, critical thinking, and creative solutioning



Empower progress. **Spark potential.**

A note to candidates -

Studies have shown that women and people of color are less likely to apply for jobs unless they believe they meet every one of the qualifications as described in a job description. We are most interested in finding the best candidate for the job, and that candidate may be one who comes from a less traditional background. We would encourage you to apply, even if you don't believe you meet every one of our qualifications described.

Submit resumes and cover letter to: careers@getalma.com

(Please, no phone calls)



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