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## Title: IT Data Specialist

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### Position Overview

The IT Data Specialist will work primarily with new clients and internal staff on larger operational implementations. This role will support data analysis, data mapping and comparison of multiple proprietary and 3<sup>rd</sup> party software systems.

We are looking for a detail-oriented collaborator who is solution-focused and is always looking for ways to improve processes. Qualified candidates will have experience successfully implementing clients in either the data or SAAS industry. They will work closely with the Information Technology, Customer Services and Success teams to both receive detailed directions on what to implement as well as provide valuable feedback on processes and documentation both from clients and their own personal observation.

### Primary Objectives:

- Work with project managers to ensure smooth conversion of new clients while working in collaboration with other internal departments, as needed
- Support all data related tasks and projects for client implementations, to include; preliminary analysis of client data for data migrations, data transfer, data conversion, data analysis and mapping, reconciling large datasets from multiple systems and ETL data loads into People 2.0 systems
- Communicate and collaborate with internal business units, IT staff members, and partners to coordinate and develop technical solutions and resolve issues
- Continuously evaluate and identify opportunities to drive process improvements
- Collaborate with management and internal teams to implement and evaluate improvements
- Set, communicate, and track against internal and external timelines to ensure successful implementation of internal technology
- Identify technical deficiencies and recommend improved procedures
- Establish and maintain system protocols by writing and updating procedures, as needed
- Work closely with Operations and IT leadership to assess and prioritize business priorities by evaluating business functions; gathering information, guiding outputs and formats across North America
- Aid in technical design and enhancements by analyzing requirements
- Design and implement modifications to internal applications which involves meeting with power users for ideas, thoughts and recommendations
- Ability to adjust approach to effectively interact with partners at all organizational levels and to confidently make decisions and escalate issues and decisions when appropriate

### Experience & Skill Set:

- University degree or equivalent in Computer Science or Mathematics
- Minimum of three years of professional technical experience dealing with systems analysis and integration
- Exceptional written and oral communication skills
- Ability to multi-task, be flexible, adapt and promote change
- Strong technology skills; PC skills including Word, Excel and PowerPoint are essential.
- Strong project management skills & functional requirements gathering
- Basic Microsoft SQL database administration and scripting
- Ability to learn and train on a variety of software

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- Must enjoy interacting and communicating with people to work through challenges and find solutions
- Application Tracking Software, Staffing applications and API experience (SOAP, JSON, xml) experience is considered an asset