The Department of Education and Early Learning (DEEL)'s mission is to ensure that all Seattle children have the greatest opportunity to succeed in school and in life and to graduate from school ready for college and a career. Currently, DEEL works to achieve this mission by administering the Seattle Preschool Program and the Families and Education Levy, among other programs, and acts as the City’s liaison with Seattle Public Schools. As a representative of the Mayor and City Council, DEEL invests in programming to improve student outcomes and measures performance by tracking specific academic indicators. DEEL develops and administers performance contracts and agreements for services, oversees contract implementation, monitors progress towards achieving outcomes, and provides support, guidance, and direction to grantees as necessary. DEEL is a data-driven organization that practices ongoing quality improvement based on results.

To support the mission of the department, we are looking for a Systems & Operations Analyst to become the internal expert on our Early Learning database, a Dynamics CRM, Child Information and Provider System (CHIPS). In this role, you will be responsible for the overall management of the database, as well as providing training and technical assistance to its users.

The department strives to embed the City’s Race and Social Justice Initiative into its education objectives and seeks staff that value the importance of working together as a government and community to eliminate racial disparities and achieve racial equity.

Here’s more about what you’ll be doing:

Managing CHIPS, both in its development and ongoing maintenance:

- Gathering business requirements from stakeholders to understand key business needs and workflows
- Creating and maintaining a data dictionary
- Serving as a liaison with Seattle IT on the database, communicating any bugs/requests for systems enhancements to the Seattle IT business analyst
- Testing any system enhancements before being deployed to production
- Understanding, documenting, and communicating the database structure
- Fulfilling advanced user functions, such as imports, exports, and mass edits
- Gathering requirements for new reports and dashboards that would improve data entry and program performance

Providing training and technical assistance for the Early Learning database to both internal staff and service providers using the database:

- Creating manuals and training internal and external database users of varying backgrounds, skill levels, and familiarity with technical language
- Creating and communicating data entry and reporting calendars to ensure all users understand what they must do and all associated deadlines to meet key performance requirements
• Supporting internal and external users in understanding key reports and dashboards produced both in the database and through other analytics software such as Tableau
• Convening stakeholders to understand their workflows and what information would improve the process and using that information to create new reports and dashboards
• Pulling and aggregating data from the database for ad hoc and standardized data requests

QUALIFICATIONS:
In addition to the ability to manage the responsibilities mentioned above, you will need to possess the below required qualifications (or a combination of education, training or experience which provides an equivalent background required to perform the work of the class):
• Master’s Degree in Business or Public Administration, Finance, Computer Science, Education Research, Behavior Science, or a related field
• Two years of experience systems, operations, procedures, research, or analysis

OR
• Bachelor’s Degree in Business or Public Administration, Finance, Computer Science, Education Research, Behavior Science, or a related field
• Three years of experience systems, operations, procedures, research, or analysis

OR
• Associate Degree in Business or Public Administration, Finance, Computer Science, Education Research, Behavior Science, or a related field
• Four years of experience systems, operations, procedures, research, or analysis

OR
• Five years of experience systems, operations, procedures, research, or analysis

You’ll be prepared to take on this role if you have:

Theoretical and Practical Knowledge of and Experience in:
• Dynamics 365
• Technical writing, including documentation and end-user training materials
• Presenting and communicating to diverse audiences of various sizes
• Early Childhood Education

The ability to:
• Foster a collaborative approach to problem solving
• Listen and create space for diverse perspectives
• Translate program needs into system requirements
• Translate system functions into clear steps for non-technical audiences
• Maintain momentum and motivation through ambiguity

ADDITIONAL INFORMATION:
This position is classified as a Management Systems Analyst, Senior. DEEL supports the City of Seattle’s Race and Social Justice Initiative to end institutionalized racism by eliminating barriers to access, providing the staff and public with opportunities for growth, and developing equitable access to the programs and services we offer. If you share those values and meet the qualifications, we invite you to apply for this position. Please visit [http://www.seattle.gov/education](http://www.seattle.gov/education) to learn more about the Department of Education & Early Learning.
APPLICATION PROCESS:

To be considered for this position, you must submit your application, attaching both a cover letter and resume, at https://www.governmentjobs.com/careers/seattle/ no later than 4:00pm Pacific Time on Tuesday, March 17, 2020. This position is open to all candidates that meet the minimum qualifications. The Department of Education & Early Learning values diverse perspectives and life experiences. Applicants will be considered regardless of race, color, creed, national origin, ancestry, sex, marital status, disability, religious or political affiliation, age, sexual orientation, medical condition, or pregnancy. The Department of Education & Early Learning encourages people of all backgrounds to apply, including people of color, immigrants, refugees, women, LGBTQ, people with disabilities, veterans, and those with diverse life experiences. If you have questions, please contact Lindsey King at Lindsey.King@seattle.gov.

APPLICATIONS MAY BE FILED ONLINE AT:
Job #2020-0000325
http://www.seattle.gov/jobs
SYSTEMS & OPERATIONS ANALYST
LK

If you are unable to apply on-line you may submit a paper application by the closing date to our office.

OUR OFFICE IS LOCATED AT:
Seattle Municipal Tower
700 5th Avenue, Suite 5400
Seattle, WA 98104
206-684-8088
Careers@seattle.gov

The City of Seattle is an Equal Opportunity Employer that is committed to diversity in the workplace. Accommodations for people with disabilities are provided on request. The City is a Drug Free Workplace.