



JOB ANNOUNCEMENT

UW SYSTEM ADMINISTRATION
Institute for Business & Entrepreneurship

OPERATIONAL DATA SPECIALIST

Madison, WI

The [University of Wisconsin System](#) is one of the largest systems of public higher education in the country and employs more than 39,000 faculty and staff statewide. The UW System's combined enrollment headcount exceeds 170,000, and the System confers more than 36,000 degrees each year. The UW System is comprised of 13 four-year universities with 13 two-year branch campuses affiliated with seven of the four-year institutions. Two of the universities (UW-Madison and UW-Milwaukee) are doctoral degree-granting institutions and 11 are master's degree-granting comprehensive institutions. The UW System is governed by a single Board of Regents (Board) comprised of 18 members. The UW System head is the President of the System. Together, these institutions are a tremendous academic, cultural, and economic resource for Wisconsin, the nation, and the world.

Through consulting, education and data analysis, the [Institute for Business & Entrepreneurship](#) (IBE) serves Wisconsin's aspiring, new and established small businesses to improve performance and increase capabilities for success. IBE's programs, consultants and tools help entrepreneurs, businesses and economic development professionals across the state achieve their goals by offering technical assistance, training and data. IBE program units include Small Business Development Center, Center for Technology Commercialization, Food Finance Institute, Center for Business Intelligence and Business Dynamics Research Consortium. IBE follows a collaborative model, working across the UW System and through partnerships with governmental entities, educational institutions, nonprofit organizations and the business community.

MAJOR RESPONSIBILITIES

Reporting to the Strategic Data Consultant, this position provides direct support and management of data collection and reporting applications for IBE staff. This position coordinates with subject matter experts, program and technology staff, and others as needed to leverage applications to meet the specific operational and program management goal(s) of the IBE staff. Ability and willingness for periodic statewide travel is expected.

Specific duties includes the following:

- Understand the mission and operations of IBE program units to implement technology to meet program data management and reporting requirements.
- Lead technical efforts to develop, modify and run reporting tools and dashboards for stakeholder analysis and customer consumption.
- Assist with the administration of relationship and resource technologies, including off the shelf systems (Salesforce) and proprietary systems (Resource Navigator and Center IC).
- Assist with data gathering and design for program reports to federal and state stakeholders including the US Small Business Administration, UW System, and Wisconsin Economic Development Corporation.
- Develop data awareness among staff to support data applications, including importing and exporting

data; creating reports; assisting with technical narratives; developing visual templates; understanding software enhancements; etc.

- Assist in responding to data requests and needs for marketing and communications.
- Develop and maintain methodologies for consistent data gathered for reports for stakeholders and contract compliance including website analytics, social media analytics, and various CRM analytics.
- Provide data coordination and support preceding and during accreditation visits.
- Consult with colleagues and subject matter experts to determine educational technological needs, identify and recommend existing options, and present new solutions.
- Evaluate emerging online and technology-assisted tools and make recommendations for use; integrate technological innovations into programmatic processes.
- Oversee maintenance of IBE communication tools including, domain names, accounts, etc.
- Assist in the development of training materials as appropriate for staff, including instructions for data entry, common reports, evaluations, FAQs and various surveys.

MINIMUM QUALIFICATIONS

To be considered for this position, applicants must have:

- Bachelor's degree
- Two years' related experience.
- Demonstrated proficiency with database concepts, including querying and managing data in relational databases (MySQL, MS SQL, Oracle, FileMaker, etc.) and reporting/integration services SSRS/SSIS.
- Experience administrating client-based application management, implementation and maintenance, such as Salesforce, MS Dynamics, Zoho or other proprietary CRM systems.
- Experience with statistical visual software applications, such as Google Analytics, Power BI or Tableau.
- Basic knowledge in web CMS platforms, such as Drupal, WordPress and base HTML.
- General knowledge of hardware, software and network concepts.
- Excellent oral and written communication skills, including collaboration with external and internal clients.

PREFERRED QUALIFICATIONS

A well-qualified candidate will also have:

- Experience and knowledge of the mission, structure, and function of the Institute for Business and Entrepreneurship.
- Experience in or knowledge of small business and related organizational needs.
- Experience with federal and state grant-sponsored technical assistance program reports and compliance.
- Demonstrated skills in project and team management, project coordination or management.

CONDITIONS OF EMPLOYMENT

This position is a full-time, salaried (exempt) academic staff position. Salary will be commensurate with the successful candidate's education, related experience and qualifications. UW System employees receive an excellent benefit package. To learn more about the UWSA comprehensive benefit package, please access [ALEX](#), the UW System's on-line virtual benefits counselor. In addition to ALEX, you can read our benefit summary guide: [Summary - Faculty, Academic Staff & Limited Appointees](#). Furthermore, the [UW System Total Compensation Estimator](#) is a tool designed to provide you with total compensation information.

SPECIAL NOTE The UW System conducts criminal background checks for final candidate(s). For individuals selected as finalists, a presentation on a selected topic will be required.

APPLICATION INSTRUCTIONS

To ensure full consideration, please submit application materials as soon as possible. Applicant screening will begin immediately and be ongoing through FRIDAY, AUGUST 2, 2019. However, applications may be accepted until the position has been filled.

1. Go to the UWSA Applicant Portal to submit your materials online. The web address is:
<https://www.wisconsin.edu/ohrwd/uwsa/careers/current-jobs/apply/>
2. Select the appropriate applicant portal, either External Applicants or Internal Applicants.
3. Locate the position you want to apply for and click on the position.
4. Follow the onscreen instructions; be sure to upload **ALL THREE** of the required documents: resume, cover letter, and references **as PDF files**. Failing to include any of these documents may disqualify your application. Uploading your documents as PDFs is also critical to maintain the formatting of your documents.
 - a. Your cover letter **MUST** specifically address how your education and experience relate to the position and qualifications. Be sure to emphasize the areas outlined under “Minimum Qualifications.”
 - b. Your reference page should include the names, addresses, e-mail addresses, and phone numbers for three professional references **with at least one being from your current supervisor**.
5. Include a statement of whether you wish to have your application held in confidence or made available to the public upon request. Please note that in the absence of any statement regarding confidentiality, we will assume you do not wish to have your application held in confidence. *The UW System will not reveal the identities of applicants who request confidentiality in writing, except that the identity of the successful candidate will be released. See Wis. Stat. sec. 19.36(7).*
6. Submit your application.

The University of Wisconsin System Administration is an affirmative action/equal opportunity employer and actively seeks and encourages applications from women, minorities, and person with disabilities.

Questions may be addressed to: Lori Fuller, Senior Human Resources Manager; UW System Human Resources; at lfuller@uwsa.edu or at (608) 263-0847.