The Data Management Specialist supports Department of Housing and Community Development's (DHCDs) efforts to collect and analyze a large amount data from our providers for the purpose of reducing homelessness statewide. Specifically, the incumbent manages two vital databases: the Rehousing Data Collective (RDC), a first-in-the-nation system to compile homelessness data from the state's 13 Continuums of Care (CoCs) and “HAPPY”, the database system for the state's $80M+ annual investment in eviction and homelessness prevention. This role will ensure that the service providers entering data into these two databases receive high-quality training and support, ensuring accuracy of data, and following data security guidelines. The incumbent acts as the primary liaison with each database’s software developer, identifying needs for additional functionality and troubleshooting glitches. The incumbent aids in pulling data and analyzing reports generated from these databases to derive insights, improve program management, inform policy development, and reduce homelessness statewide.

**DUTIES AND RESPONSIBILITIES (these duties are a general summary and not all inclusive):**
1. Review data entries for accuracy and work with service providers to rectify data integrity issues.
2. Review data upload activity from CoCs.
3. Review RDC suggested system duplicate matches and confirm or reject matches.
4. Coordinate and/or lead trainings on database use, and develop a standard operating procedure/manual for database users.
5. Field questions from providers on database use, procedures, and functionality, and work with software vendors to troubleshoot technical issues as needed.
6. Maintain list of authorized users and role assignments, validate access, and run security audits to ensure compliance with security protocols.
7. Maintain policy and procedures manuals.
8. Coordinate with software developers to build out additional functionality.
9. Validate and prepare vendor invoices for manager’s signature.
10. Support Active Contract Management (ACM) performance management efforts as needed to use data to identify successes and troubleshoot areas for improvement, including pulling reports, conducting data analysis, and making recommendations.
11. Manage special data requests by government agencies and researchers.
12. Maintain incident response for all suspected compromisers of personally identifiable information.
13. Perform other related duties as required.

**PREFERRED QUALIFICATIONS:**
1. Excellent written and oral communication skills.
2. Experience in HMIS data collection and monitoring.
4. Knowledge of CoC Reporting requirements.
5. Experience working with software vendors.
6. Ability to balance multiple priorities.
7. Knowledge of housing and homelessness.

**MISSION STATEMENT:**
The Department of Housing and Community Development (DHCD) is within the Housing and Economic Development Secretariat and its work touches the lives of all Massachusetts residents. DHCD's mission is to strengthen cities, towns and neighborhoods to enhance the quality of life of Massachusetts residents by providing leadership, professional assistance and financial resources to promote safe, decent, affordable housing opportunities, economic vitality of communities and sound municipal management.

**COMMENTS:**
*Please upload resume and cover letter.*

Salary placement is determined by years of experience and education directly related to the position and the Human Resources Division’s Recruiting Guidelines.

Education, licensure and certifications will be verified in accordance with the Human Resources Division’s Hiring Guidelines. Education and license/certification information provided by the selected candidate(s) is subject to the Massachusetts Public Records Law and may be published on the Commonwealth's website.

**QUALIFICATIONS:**
*First consideration will be given to those applicants that apply within the first 14 days (by 09/04/20).*

**MINIMUM ENTRANCE REQUIREMENTS:** Applicants must have at least (A) three years of full time, or equivalent part-time, professional, administrative or managerial experience in business administration, business management or public administration the major duties of which involved program management, program administration, program coordination, program planning and/or program analysis, or (B) any equivalent combination of the required experience and the substitutions below.

Substitutions:
I. A Bachelor's degree with a major in business administration, business management or public administration may be substituted for a maximum of two years of the-required experience.*

II. A Graduate degree with a major in business administration, business management or public administration may be substituted for the required experience.*

III. A Bachelor's or higher degree with a major other than in business administration, business management or public administration may be substituted for a maximum of one year of the required experience.*

*Education toward such a degree will be prorated on the basis of the proportion of the requirements actually completed.

An Equal Opportunity / Affirmative Action Employer. Females, minorities, veterans, and persons with disabilities are strongly encouraged to apply.

If you have Diversity, Affirmative Action or Equal Employment Opportunity questions or need a Reasonable Accommodation, please contact Diversity Officer / ADA Coordinator: Marjorie Lalli - 617-573-1254

**HOW TO APPLY**
Apply online at [https://massanf.taleo.net/careersection/ex/jobdetail.ftl?job=200005SU](https://massanf.taleo.net/careersection/ex/jobdetail.ftl?job=200005SU)