

United Way of Greater Toledo

Job Description / Internship Agreement

November 12, 2018

Intern Name:

School Attending:

Job Title: Systems Specialist

Department: Research & Data

Reports To:

Compensation: \$12/hourly (20 hours per week)

Employment Duration:

STATEMENT OF THE JOB

Our paid, semester-long opportunity is specifically geared towards Senior and first year Master's standing students who are interested in pursuing a career centered on Research, Data & Analytics. The funding of this program is made possible by one of United Way's generous corporate sponsors, who also finds value in cultivating the next generation of philanthropic leaders.

JOB PURPOSE AND SCOPE

The Systems Specialist will support the Research & Data Team, in the areas of identifying systems requirements, building of API's, Coding, Identification of new systems, as well as research of system capabilities and offer recommendations based on org requirements.

United Way of Greater Toledo is in operation from 8:30 a.m. – 5:00 p.m., Monday through Friday. Specific days in the office and hours worked are flexible, based on the student's class schedule. You will be expected to work, at maximum, 20 hours per week. This is a paid internship position.

ESSENTIAL FUNCTIONS:

- The Systems Specialist will be responsible to identify and communicate data and research needs to the Director, of Research & Data Analysis to maximize the utilization of information systems and obtain and distribute various reports as needed.
- Monitor and recommend design of all systems necessary for the collection of information for UGWT internal and external evaluation.
- Establish and manage the system infrastructure to support Research & Data Analysis recordkeeping.
- Responsible for the overall development, implementation and maintenance of all automated record keeping systems.

Celebrating 100 Years of Driving Community Change.



- Performs daily backups of all agency critical data.
- Develop project plans, budgets and justifications for large system support projects.
- Provide support to the staff on day to day computer system operations.
- Coordinate ongoing training classes to keep the staff up to date on available automated systems.
- Participate in agency committees and meetings.
- Adhere to all HIPAA and security rules and laws.

ADDITIONAL RESPONSIBILITIES:

- Work with Director to create training materials and organizational documentation.
- Additional duties as deemed necessary.

QUALIFICATIONS AND EXPERIENCE:

- Bachelor’s Degree (Quantitative Field) with an advanced degree (biostatistics, public health, Computer Science, Economics, Engineering, Informatics) preferred.
- Experience with Data Warehouse and BI systems
- Experience collecting business requirements from clients and transforming the requirements into reports and analyses.
- Or, a comparable combination of education and experience.

KNOWLEDGE / SKILLS / ABILITIES:

- Expertise assisting in producing analytic products.
- Ability to consistently meet deadlines in a fast paced and changing environment with multiple competing tasks and priorities.
- Support proficiency in the use of analytic and reporting tools such as Microsoft Excel, Tableau, ANDAR and any newly introduced systems.
- Strong customer service skills and commitment to excellent customer service.
- Ability to independently establish objectives, project plans and milestone goals.
- Strong analytical and problem-solving skills.
- Good verbal, written and visual presentation skills.
- Ability to anticipate requests and needs in advance and plan accordingly.
- Skills to work effectively across internal functional areas in ambiguous situations.

WORKING RELATIONSHIPS

Professionalism is essential, as this position involves interaction with personnel from all departments of United Way of Greater Toledo, area businesses, donors, and/or volunteers.

CODE OF ETHICS

Intern is expected to read, acknowledge, and adhere to United Way’s Code of Ethics.

CONFIDENTIALITY

During the internship, the student will have access to sensitive and/or confidential information. The Intern agrees to exercise good judgment and discretion during the assignment and thereafter. All materials, reports, lists, and documents are the property of United Way. Materials may not be copied for other purposes.

APPEARANCE

Please understand you are expected to dress and groom yourself in accordance with accepted social and business standards, particularly if your job involves dealing with customers or visitors in person. Clothing containing offensive language or pictures is not acceptable.

A neat, tasteful appearance contributes to the positive impression you make on our community. You are expected to be suitably attired and groomed during working hours or when representing United Way of Greater Toledo. A good clean appearance also bolsters your own poise and self-confidence.

Personal appearance should be a matter of concern for each employee. If your manager feels your attire is not acceptable, you may be asked to leave your workplace until you are properly attired. You will not be paid for the time you are off the job for this purpose. Your manager has authorization to determine the appropriateness of your dress. Violation of this standard will be subject to appropriate disciplinary action.

NOTICE

Intern will be required to submit to all applicable background checks.

This job description in no way states or implies these are the only duties to be performed by the Intern occupying this position. Interns will be required to follow any other job-related instructions and to perform any other job-related duties requested by their supervisor.

All requirements are subject to possible modification to reasonably accommodate individuals with disabilities. Some requirements may exclude individuals who pose a direct threat or significant risk to the health and safety of themselves or employees.

Regular attendance is required for this position. United Way of Greater Toledo may terminate this agreement at any time for any reason.

Upon completion of assignment, Manager/Human Resources will complete the paperwork required by the University and/or the Intern, if applicable. The report will reflect the tasks and the performance level of the Intern.

Intern Printed Name

Manager Printed Name

Intern Signature

Manager Signature

Date

Date