



Job Title: Director of Data and Analysis

Location: Boston, MA

Reports to: COO

The Director of Data and Analysis serves as a member of Capital Link's leadership team, providing guidance on developing and using the organization's proprietary database to conduct data analyses and translate the findings into implications, challenges, and opportunities for the community health center industry. He/she also coordinates and oversees the organization's Salesforce CRM system, providing technical support in developing and implementing client outreach and sales automation strategies. The full-time position is hands-on and requires an individual who thrives at providing vision and direction while at the same time performing tasks to accomplish departmental and company-wide objectives.

The Director of Data Analysis' main responsibilities include:

- Oversee Capital Link's proprietary financial and operational database (SQL-based) and CRM (Salesforce) to ensure accuracy and consistency of data.
- Provide direction regarding opportunities for leveraging existing resources and growing the data sources to assist health centers in performance improvement and strategic growth.
- Guide the technical development of new products, ensuring achievement of the requirements of internal and external stakeholders by understanding client needs.
- Oversee the data and analysis team (one financial analyst and one SQL developer); provide direction with financial analysis, new product development, and product upgrades.
- Serve as main liaison with partner organization that provides basic IT and network support.
- Provide oversight and guidance on other Capital Link systems (ShareFile, Sage Timesheets).
- Provide training and direction to staff on new and existing systems.
- Advise on the evaluation, selection, implementation, and maintenance of information systems, ensuring appropriate strategic and operational alignment.
- Provide primary support and administration for Salesforce.com, including end user requests, enhancements, and integration with third party systems and solution providers.
- Plan and control departmental staffing, development, and organization to ensure that they are consistent with organization needs.
- Document systems and processes.
- Manage IT budget and related purchases and contracts.
- Perform other related duties as requested.



Qualifications:

Knowledge/Degree/License Requirements:

- *Education:* Ideal candidate will have a BS degree in Finance, Computer Science, or related field and a strong knowledge of/comfort level with technology; Master's level degree a plus.
- *Interest in health care:* Ideal candidate will be mission-oriented and interested in the community health center industry, the expansion of access to primary and preventive care, and issues affecting the health care industry.

Experience Requirements:

- Minimum of 5 years professional experience in data analysis, using multiple sources and databases, ideally related to the health care industry.
- Minimum of 5 years management experience, preferably leading a technical and/or financial/data analysis function.
- Demonstrated ability to identify and understand market opportunities and client needs and align and implement firm's technical capabilities accordingly.
- Successful track record of database programming and participation in systems integration involving multiple databases and software packages.

Skills Requirements:

- Knowledge of database development and programming, SQL, systems integration, and business process improvement.
- Excellent ability to analyze large volumes of data and translate technical information into useful findings for a broad audience of health care service professionals, planners, and boards of community health care centers.
- Strong project management skills and ability to juggle multiple time-sensitive projects simultaneously.
- Outstanding database and Excel skills.
- Knowledge of Salesforce
- Familiarity of marketing automation with Pardot a plus
- Strong communications skills—including the ability to produce reports for a highly sophisticated audience and represent Capital Link in presentations at client meetings and industry conferences.
- Excellent research and evaluation skills and understanding of industry-standard research criteria, methodologies, and documentation methods.
- Strong attention to detail.

As a rapidly growing entrepreneurial non-profit organization, Capital Link provides exceptional opportunities to its staff members. Position offers a competitive salary and benefits package. Interested candidates should send a cover letter, resume, and salary requirements to hr@caplink.org

Principals only. No phone calls, recruiters, or staffing firms please!

Capital Link is an Equal Opportunity Employer and takes affirmative action to ensure that applicants and employees are not discriminated against because of race, color, age, sex, sexual orientation, religion, veteran's status, military status, creed, physical or mental handicap/disability or national origin.