



Job Title: Data Program Coordinator (Full -Time)
Reports To: Senior Program Manager

ABOUT THE ROLE:

Joining Tech Exchange's dynamic team and reporting to the Senior Program Manager, the Data Program Coordinator will play a crucial role in supporting all programs of the Programs Team. The Data Program Coordinator will support the ongoing development of the Salesforce database that supports the distribution of devices and services. The Data and systems Administrator will execute the platform's day-to-day configuration, support, maintenance, and improvement. This is a full-time position, in-person position working from the Oakland Offices and occasionally at libraries and community centers to support data collection.

ESSENTIAL FUNCTIONS:

- Act as the primary system administrator in supporting all programs of the Programs Team.
- Handle all essential administrative functions, including user account maintenance, reports and dashboards, workflows, and other routine tasks.
- Provide day-to-day Salesforce administration and user support, including troubleshooting issues, responding to user inquiries, and ensuring data integrity.
- Support Salesforce data management activities, including imports, exports, record updates, duplicate identification, and data quality monitoring.
- Support development requests such as closing tickets.
- Assist in training new users and grow the Salesforce skill set across the organization.
- Support data maintenance, including duplicate identification and merging.
- Export reports, support data clean-up, and manage dashboards.
- Create and maintain Salesforce reports, dashboards, list views, and user documentation to support program operations and decision-making.
- Collaborate with program staff to identify process improvements and recommend Salesforce-based solutions that enhance efficiency and data accuracy.
- Other duties as assigned by the Senior Program Manager.

REQUIRED QUALIFICATIONS:

- Associate's degree (AA) or Bachelor's degree in Information Systems, Computer Science, Business Administration, or a related field preferred.
- Demonstrated ability to meet deadlines, handle and prioritize simultaneous requests, and manage laterally and upwards
- Ability to execute solutions in a timely manner
- Must demonstrate strong verbal and written communication skills
- Minimum six months of experience as a Salesforce Junior Admin
- Salesforce Associate certification preferred



- Ability to navigate Salesforce basic functionality and provide users with support
- Strong data management abilities
- Experience with nonprofit processes preferred
- Must be able to sit or stand for extended periods of time
- Must be able to lift up to 15 lbs

Current Rate: \$27/hr

COMPENSATION:

Salary Range: \$27/hour and a comprehensive generous benefits package.

WORK SCHEDULE:

Monday - Friday 9 am - 5 pm (Bay Area Tech Hub Sites)
Some occasional evening and weekend hours may be expected

CONTINGENCIES:

This offer is contingent upon you providing the items indicated below. These must be completed prior to your first day of work:

- **CRIMINAL BACKGROUND CLEARANCE AND TB SCREENING:** Your work **WILL NOT** place you in direct contact with OUSD students.
- **CRIMINAL BACKGROUND:** Employees who come into direct contact with any OUSD students must undergo fingerprinting and criminal background checks through the California Department of Justice and the Federal Bureau of Investigation. Tech Exchange extends this requirement to all types of employees if they are deemed to have more than limited contact with District students.
- **TUBERCULOSIS CLEARANCE:** Employees who come into direct contact with any OUSD students must submit proof of a clear TB screening and/or chest x-ray. The submitted documents must:
 - (A) be signed and dated by a physician who;
 - (B) reports the results of a TB skin test or chest x-rays from private physicians or health facilities. The date of the test must be in the last four years.

To apply please submit your resume and cover letter to jobs@techexchange.org. In your cover letter, please highlight your relevant experience in digital equity, digital literacy, and inclusion programs, as well as your commitment to fostering diversity and inclusion. Applications will be reviewed on a rolling basis until the position is filled.

Tech Exchange is an equal opportunity employer. All applicants will be considered for employment without attention to race, color, religion, sex, sexual orientation, gender identity, national origin, veteran or disability status .