RESEARCH FOUNDATION CUNY

Job Title	Data Product Manager
PVN ID	VA-2502-006718
Category	Information Technology
Location	OFFICE OF SR. UNIV DEAN FOR ACADEMIC AFFAIRS

Department	OAREDA
Status	Full Time
Annual Salary	$100,000.00 - $125,000.00
Hour(s) a Week	35
Closing Date	Apr 21, 2025 (Or Until Filled)

General Description

The City University of New York (CUNY) is the nation's leading urban public university, serving more than 450,000 students in degree, certificate, and continuing education programs at 25 colleges and institutions in New York City. The Office of Applied Research, Evaluation, and Data Analytics (OAREDA), a unified research and data unit within CUNY's Office of Academic Affairs (OAA), consists of a dynamic group of data analysts, program support specialists, application developers, and data managers that provide data for decision support to University leadership, the CUNY community, and external constituents. OAREDA's main data and research functions are organized into five main areas – Data Management and Analytics; Evaluation and Program Support (REPS); Data Infrastructure, Architecture, and Strategy, Institutional Research (IR); and Policy Research – that have distinct but intersecting responsibilities that contribute to the overall work of the office.

OAREDA's Evaluation and Data Management & Analytics teams provide direct and indirect data, reporting, and research supports to a multitude of special student programs administered both within and beyond CUNY OAA. At any given time, more than 30 such programs partner with these two OAREDA teams. Historically, these programs have collected and reported on data using disparate and loosely connected systems. In an effort to overhaul data management practices for the expansive set of special programs OAREDA supports, OAREDA has commenced a landmark project to construct a Central Program Database (CPD): an enterprise system and resource to provide for operational supports, student tracking, monitoring, and evaluation that serves to uplift every program while consolidating program insights in a way that facilitates higher level assessment and strategic planning across our system.

Reporting jointly to the Sr. Director of Data Management & Analytics and the Sr. Director of Evaluation, the Data Product Manager will be responsible for overseeing the development and implementation of our Central Program Database (CPD) and other related projects. Successful development and deployment of the CPD will depend on coordination between the Evaluation and Data Management teams in OAREDA, program partners and related stakeholders, and other university business areas involved in the production of administrative data (e.g., Registrar, Admissions, Information Technology), and the Data Product Manager will be integrally involved in maintaining those connections. The Data Product Manager will also have a hands-on role in designing data process flows and user-facing data solutions to be built into the infrastructure of the CPD.

Other Duties

- Develop and maintain a comprehensive project plan, including timelines, milestones, and deliverables
- Lead the development and implementation of the Central Program Database (CPD) to support program operations, evaluation, and reporting, including connections to key performance indicators for CUNY's strategic plan
- Lead stakeholder engagement efforts to ensure cross-functional alignment, incorporating feedback from program administrators, data teams, and CUNY CIS staff
- Define and manage product roadmaps that align business needs with technical capabilities, ensuring iterative improvements through Agile methodologies
- Collaborate with University business areas
- Perform rigorous testing of all CPD components to ensure that functional requirements are achieved and data accuracy and completeness are assured
- Present CPD updates and insights to internal and external stakeholders, promoting data-driven decision-making across CUNY
- Lead stakeholder engagement efforts to gather requirements, translate technical solutions into user-friendly processes, and provide training for end users
- Monitor project milestones, risks, and deliverables, proactively identifying solutions to challenges
- Provide regular updates to senior management and other key stakeholders on project status and outcomes
- Ensure compliance with data security, governance, and privacy frameworks in the collection, storage, and use of data
- With CPD as a focal point, actively engage in OAREDA's efforts to foster a culture of continuous improvement by leveraging data and evidence to drive decision-making and enhance program effectiveness. This includes formal and informal presentations of material related to the CPD to various audiences both internal and external to CUNY
- Other duties as assigned

Qualifications

- Bachelor's degree in Business Analytics, Computer Science, Information Systems, or a related field. Master's degree preferred. Relevant professional experience in a directly related field may substitute for the requirement of a Bachelor's degree in a technology-related field.
- At least 3 years of proven experience in data product or data project management, preferably in the education or non-profit sectors.
- Strong understanding of data systems, data integration, and data governance.
- Excellent project management skills, with the ability to manage multiple projects simultaneously.
- Strong analytical and problem-solving skills, with a focus on data-driven decision-making.
- Excellent communication and interpersonal skills, with the ability to work effectively with diverse teams and stakeholders.
- Knowledge of education and/or workforce development programs and initiatives is a plus.
- Experience with Agile and Scrum methodologies for project management.
- Knowledge of SQL and database management systems.

- Ability to translate complex technical concepts into user-friendly language for non-technical stakeholders.