Associate Product Manager

Start Date: **Immediate**
Team: **Systems & Data**
Location: **Brooklyn, NY**

About Achievement First:

Achievement First, a non-profit 501(c)3 charter school management organization, operates 36 public charter schools in Brooklyn, Connecticut, and Rhode Island. The mission of Achievement First is to deliver on the promise of equal educational opportunity for all of America's children. We know that every child—regardless of race, zip code, or economic status—deserves access to great schools. Achievement First currently educates more than 13,300 students in historically underserved neighborhoods, with over 90% of our students identifying as Black or Latinx. For more information about the Achievement First mission, model, our schools and team, please visit our website at www.achievementfirst.org.

About Team Systems & Data

Team Systems & Data works to ensure that both the leadership and teachers at Achievement First and its network of schools have the data, analysis, reports, and skill sets to support strategic decision-making and to inform instructional planning. Team Systems & Data accomplishes these objectives by supporting and coordinating high-quality data practices in schools, by creating and managing systems to support data collection and student learning, by conducting a rigorous analysis of the data to identify patterns and insights, and by reporting these findings to key constituencies both inside and outside the organization.

Summary

Achievement First is currently seeking a passionate and creative Associate Product Manager to bring strong operational, troubleshooting and communication skills to a leading charter school management organization committed to using technology to drive academic results. Reporting to the Director of Product Management, the Associate Product Manager will play a key role in implementing, managing and supporting multiple network-wide student and staff data systems. This is an excellent opportunity for someone who is eager to gain on the ground experience with a wide variety of education technology products from a district-based perspective.

Responsibilities of the Associate Product Manager will include but are not limited to:

- Serving as the technical owner of centrally-managed school-facing systems for student information (SIS), school culture and teacher evaluation
- Managing vendor relationships to ensure accurate implementation of system requirements and advocating for feature enhancements that best serve AF's needs
- Troubleshooting Tier II support tickets and escalating technical issues to vendors for timely resolution when necessary
- Leading the development and execution of internal product roadmaps, in consultation with development and support teammates as well as product business owners
- Engaging talent, operations and instructional teams at Network Support and soliciting feedback from schools to ensure ongoing end user needs are being met
- Conducting periodic trainings on system use for school operations staff and creating robust school-facing how-to guides for school staff

- Documenting recurring procedures, project plans and process maps to build out internal knowledge management content

Skills and Characteristics
The ideal candidate meets most of the criteria below and is eager to learn and develop in all of them.

- Lean project manager and systems thinker able to juggle multiple projects simultaneously and adapt to changing priorities
- Detail-oriented critical thinker able to use data and problem-solving skills to propose solutions and run with them
- Highly resourceful, with proven ability to learn new data platforms/systems quickly and independently
- Knack for customer service and a "whatever it takes" approach
- Strong communicator with superior written and oral communication skills
- Comfortable using data management tools
    - Able manipulate, clean and review data using tools like Excel (e.g. VLOOKUP)
    - Basic familiarity with SQL is preferred
- Results-focused team player, able to thrive in a fast-paced, entrepreneurial environment
- Belief in the Achievement First mission and educational model
- Maturity, humility, strong work ethic, sense of humor, and "roll-up-my-sleeves" attitude

Educational Background and Work Experience
- Strong academic performance at the undergraduate level
- 2+ years (including internships) project management experience, ideally with technology-based projects
- Experience in K-12 education is a plus

Compensation
Salary for this position is competitive and commensurate with experience. Additionally, Achievement First offers a comprehensive benefits package.

To Apply
Complete this application form to submit **both** a cover letter and resume: https://bit.ly/2I94P64. Applications without a cover letter will not be considered.

In your cover letter please describe your overall interest in the position and how your professional and/or academic background make you a good fit.

Applications will be accepted on a rolling-basis until the position is filled. Candidates are encouraged to apply as soon as possible. Only qualified candidates will receive a reply.

Achievement First is an equal opportunity employer and an organization that values diversity. People from all diverse backgrounds are strongly encouraged to apply. Spanish language proficiency is a plus. You can learn more about diversity at Achievement First here: http://www.achievementfirst.org/about-us/diversity/.