

Associate Director of Product Management

Start Date: Immediate
Team: Team Systems & Data
Location: Flexible

About Achievement First:

Achievement First serves 15,000 students in 41 schools in five communities across Connecticut, New York, and Rhode Island. All of our students come to us through blind lottery. The majority are Black, Latinx, and children from low-income families who will be the first in their families to graduate from college. 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. 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 resourceful and creative Associate Director of Product Management to bring strong product, problem-solving 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 Director of Product Management 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 Director of Product Management will include but are not limited to:

- Serving as the technical owner for a portfolio of school-facing data systems such as a student information system (SIS), school culture tracking platform, family communications platform among others
- Leading the development and execution of internal product roadmaps embracing a philosophy of continuous improvement in partnership with product business owners and S&D teammates
- 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
- Engaging school operations, student experience and instructional teams at Network Support and soliciting feedback from schools to ensure ongoing end user needs are being met
- Developing and maintaining up-to-date documentation and training resources 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 and stakeholders simultaneously while adapting to evolving priorities
- Detail-oriented critical thinker able to use data and problem-solving skills to propose solutions and run with them
- Strong communicator with superior written and oral communication skills
- Highly resourceful self-starter, with a proven ability to learn new data platforms/systems quickly and independently
- Familiarity with relationship database structures and working knowledge of SQL is preferred
- Familiarity with Tableau is a plus
- Adept at using tools such as Microsoft Excel and Google Sheets to efficiently clean and compare data in service of quality assurance and data auditing processes
- Knack for customer service and a “whatever it takes” approach
- 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

- 5+ years of relevant work experience (ex: product management, technical project management, system administration and/or implementation)
- Experience in K-12 education or within the educational technology industry is preferred

Compensation

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

To Apply [click here](#).

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/>.

Achievement First requires vaccination against COVID-19 for all employees. Reasonable Accommodations based on a qualifying disability or sincerely held religious belief are being considered in accordance with applicable law. Click [here](#) to read our full policy.