



Job Announcement **Data Analyst and Systems Lead**

The Data Analyst and Systems Lead plays a key role in supporting NDRN's data systems, reporting operations, and data-informed decision-making for the Protection and Advocacy (P&A) Network and Client Assistance Programs (CAP).

This role combines data analytics, reporting, and system support responsibilities, serving as a primary lead for the Disability Advocacy Database (DAD). The Specialist provides user support, training, reporting guidance, and coordination with IT and project teams to improve system functionality and data quality.

The ideal candidate is both technically skilled and highly collaborative, with the ability to translate complex data concepts into practical solutions for diverse audiences, while promoting accessible and high-quality data practices across the Network.

This is a senior individual contributor role with primary responsibility for supporting and advancing data reporting and system operations, in partnership with NDRN leadership.

While this role is expected to proactively identify opportunities, recommend improvements, and contribute to system and reporting decisions, final prioritization and decision-making remain with NDRN leadership. Success in this role requires strong collaboration, thoughtful input, and the ability to influence outcomes through analysis, communication, and partnership.

Who We Are

NDRN is a nonprofit membership organization serving the federally mandated Protection and Advocacy (P&A) Systems and Client Assistance Programs (CAP) for people with disabilities. The P&A System is the largest provider of legal services to individuals with disabilities in the United States. P&As/CAPs employ various methods, including administrative complaints and system litigation, to address a wide array of rights violations impacting people with disabilities.

NDRN provides training, technical assistance, and legal support to the P&A/CAP agencies through its Training and Advocacy Support Center (TASC). NDRN also engages in legislative advocacy to build a society where people with disabilities have equal opportunities and can fully participate by exercising choice and self-determination.

This role is essential to advancing NDRN's mission by strengthening the systems, data practices, and reporting capabilities that support efficient operations and informed decision-making.

What You Will Do

A. Disability Advocacy Database (DAD) Operations, User Support & Training

- Provide day-to-day user support, troubleshooting, onboarding, and technical assistance for DAD users across P&A/CAP agencies.
- Develop and maintain user documentation, training materials, job aids, and reference resources (videos, system reference guides, etc.).
- Deliver trainings and technical assistance to both technical and non-technical audiences.
- Support recurring and seasonal DAD reporting needs, including PPR-related reporting.
- Promote strong user adoption and effective use of DAD through responsive, service oriented support.

B. Systems Coordination and Continuous Improvement

- Collaborate with IT and product development vendors on system enhancements, bug tracking, testing, and system improvements.
- Document issues, recommendations, and resolutions to support continuous system improvement.
- Facilitate and support the NDRN DAD Committee, including tracking action items and outcomes.
- Contribute to system governance, documentation standards, and best practices.

C. Data Management, Reporting & Analytics

- Manage, clean, validate, and organize data from multiple sources to ensure accuracy, consistency, and usability.
- Analyze datasets to identify trends, anomalies, and actionable insights.
- Develop and maintain queries, datasets, dashboards, and recurring reporting workflows.
- Create reports, visualizations, and presentations for a variety of stakeholders.
- Collaborate with program staff, legal services team, and public policy staff, to define reporting needs and deliver data solutions. Promote data quality, accessibility, documentation, and responsible data governance practices.

D. Projects & Network Support

- Provide short-term or contract-based support to P&A agencies for DAD administration, or data analysis.
- Support process improvements, ad hoc analyses, and reporting workflow enhancements.

- Contribute to additional NDRN reporting initiatives, including grant-related data efforts (e.g., PABSS).

Success Measures

Success in this role may include:

- Improved data quality, accuracy, and consistency across systems.
- Increased adoption and effective use of DAD
- Timely and accurate delivery of reports and dashboards
- Positive feedback from users on training and support
- Streamlined reporting processes and reduced manual effort

Required Qualifications

- Bachelor's degree in Data Science, Statistics, Computer Science, Information Systems, Mathematics, or a related field, or five or more years of equivalent professional experience.
- Demonstrated experience in data reporting, analytics, database operations, or business intelligence.
- Strong skills in data collection, validation, analysis, and visualization.
- Experience developing queries, dashboards, datasets, and recurring reporting workflows.
- Proficiency with tools such as Power BI, Tableau, Excel(including Power Query), and familiarity with Python or R.
- Experience working with Microsoft 365 platforms, including Teams, SharePoint Online, and Power Platform tools.
- Strong written and verbal communication skills, including the ability to explain technical concepts to non-technical audiences.
- High attention to detail and commitment to data accuracy, documentation, and quality.

Core Competencies & Soft Skills

- Build strong relationships across technical and non-technical teams
- Customer-focused and responsive, with user-centered support
- Strong problem-solving and critical thinking, including root cause analysis
- Manage multiple priorities and deadlines in a fast-paced environment
- Collaborative, with facilitation, listening, and conflict-resolution skills
- Adaptable to changing systems, tools, and priorities
- Communicate and train effectively, simplifying complex concepts
- Strong organization and time management

Preferred Qualifications

- Experience with user training, onboarding, or technical assistance
- Knowledge of accessibility, plain language, and accessible document design
- Experience in disability rights, legal services, nonprofits, or mission-driven work
- Familiarity with security or compliance frameworks (e.g., NIST, FISMA)
- Experience with tools such as Domo, SurveyMonkey, or Apache Spark
- Knowledge of statistics, predictive analytics, or machine learning

Location and Travel

NDRN's office is in Washington, D.C. This is a remote position. NDRN provides technology to support remote work. This position may require occasional travel, and weekend work may occasionally be necessary to resolve time-sensitive DAD issues.

Compensation and Benefits

- Salary Range 70k – 80k
- NDRN offers a competitive salary based on experience. Benefits include a health plan, Flexible Spending Accounts, transit and parking benefits for D.C. Metro area employees, a 403(b)-retirement plan, paid vacation and sick leave, and at least ten paid holidays.

How to Apply

Submit your cover letter, resume, and salary requirements to the hiring manager at DataAnalystposition@ndrn.org. This position will be open until filled.

Reasonable Accommodations

NDRN provides reasonable accommodations to applicants with disabilities. If you need a reasonable accommodation for any part of the application or hiring process, please notify us at hr@ndrn.org.

NDRN is an equal opportunity/affirmative action employer, and we prohibit discrimination and harassment of any kind. We fully comply with all federal, District of Columbia, and applicable state employment laws, including Title VII of the Civil Rights Act of 1964, the Rehabilitation Act of 1973, as amended, the Age Discrimination in Employment Act, and the Americans with Disabilities Act, as amended. Individuals with Disabilities are encouraged to apply.