If you see the world in spreadsheets, then we have a job for you! We’re looking for a System Support Specialist - Grants Management who can fuse creativity and logic to help us make data-informed decisions about the grants we award. In this position, you’ll collect, analyze, and present data; create and develop custom reports and dashboards; and support many aspects of our grants management platform. You should be a critical thinker who is passionate about using data to identify trends, find solutions, and make a difference in the lives of learners from low-income backgrounds.

As part of our commitment to helping our team members succeed, we offer a generous benefits package, including student loan repayment assistance, continuing professional development, and paid volunteer time off. You’ll also have a flexible hybrid schedule, typically working two days a week at our state-of-the-art headquarters in Madison, Wisconsin.

**Job Responsibilities**

Your day-to-day activities may include the following.

- Developing and maintaining stakeholder dashboards in support of data-driven decision making, ongoing system releases, and evolving stakeholder needs.
- Based on end user requirements, developing and maintaining internal and external reports to support data-driven decision making. This includes, but is not limited to, board docket materials, grant data summaries, grant expenditure and projection reports, and new grant proposal overviews.
- Preparing custom internal grant portfolio reports to inform analysis of grantmaking trends and portfolio health and wellness.
- Helping ensure data integrity in Ascendium’s grant portal.
- Managing all document types, user permissions, and user credentials for Ascendium’s grant portal.
- Serving as an educational resource for Ascendium’s grant portal, including providing onboarding and ongoing trainings to staff.
- Providing technical support for internal and external users of Ascendium’s grant portal.
- Proactively identifying and recommending process and system improvements to Ascendium’s grant portal.
- Maintaining the coding system and key fields dictionary for Ascendium’s grant portal.
- Ensuring the data, functions, and instructions in Ascendium’s grant portal communications, including daily emails, are accurate.
- Regularly analyzing all grant portal email templates and recommending edits that will streamline and clarify communications, particularly in conjunction with system releases.
• Facilitating the execution of approved systems release plans, including testing and analyzing the preproduction and production deployment of system releases, and support for the back-end administrator build to ensure a high-quality product that meets evolving stakeholder needs.

• Other related duties as assigned.

Qualifications
A highly qualified candidate will possess the following.

Education and Professional Experience
• A degree or knowledge equivalent to a degree in information technology, project management, business, communications, or a related field.
• Three or more years of experience in customer service, problem solving, and data management.
• Two to five years of experience in analyzing business processes, working with requirements or user stories, and configuring software solutions.
• Experience with grants processes, Fluxx software, and other specialized grants management software programs is a plus.

Technical Knowledge
• Advanced knowledge of Microsoft Office products.
• Adept at queries, report writing, and presenting findings.
• Knowledge of data models, database design development, data mining, and segmentation techniques.
• Knowledge of gathering, analyzing, and reporting on grant data.
• Effective budget management skills.

General Skills
• Ability to use available resources to continuously improve and develop mastery in your role.
• Ability to think critically and creatively to develop solutions.
• Willingness to learn, evolve, and adapt to a fast-paced, continually evolving field and work environment.
• Good judgment and the ability to act independently within standard guidelines.
• Ability to perform job functions with minimal direction and supervision.
• Strong writing skills.
• Strong listening skills and the ability to translate end user concerns into actionable recommendations.
• Excellent organizational and project management skills with a demonstrated ability to plan and manage multiple projects concurrently.

• Ability to work under pressure to meet critical deadlines yet remain flexible in responding to changing requirements.

• Ability to work cooperatively and inclusively with others to achieve shared goals.

• Ability to develop and maintain strong working relationships with and among a diverse group of stakeholders.

• Effective interpersonal skills exemplified by initiative, courtesy, diplomacy, a positive attitude, and professionalism.

• Demonstrated commitment to Ascendium’s philanthropic mission.

• Demonstrated commitment to diversity, equity, and inclusion.

About Ascendium

Ascendium is a 501(c)(3) nonprofit that has helped millions of learners pursue postsecondary education since 1967, when we were formed to help fulfill the promise of the landmark Higher Education Act of 1965. Over the years, we’ve grown to become the nation’s largest federal student loan guarantor, providing information, tools, and counseling to help millions of borrowers nationwide avoid default and keep the door to reenrollment open. Using our years of experience in the student loan industry, we’ve developed a suite of products and services that support academic achievement, financial wellness, and student loan repayment success.

We use the net proceeds from our business operations to fund our philanthropy. Our philanthropy team includes program, grants management, and learning and impact professionals who all share a commitment to advancing our philanthropic mission of elevating opportunities for learners from low-income backgrounds so they can achieve academic and career success. Our grantmaking works to transform postsecondary education and workforce training systems to support low-income populations, especially those in historically underrepresented groups, including first-generation students, incarcerated adults, rural community members, students of color, and veterans. Currently, our philanthropy focuses on removing structural barriers to success, streamlining key learner transitions, expanding postsecondary education in prison, and supporting rural postsecondary education and workforce training. Across these four focus areas, our funding supports innovative ideas, the creation of an evidence base, and the expansion and replication of effective practices.

Other Information

Ascendium offers an outstanding benefits package designed to provide employees and their families with a high degree of security. These benefits include, but are not limited to:

• Comprehensive medical, dental, and vision insurance.

• Student loan repayment assistance up to $5,250 annually.

• Ongoing training and professional development opportunities.
- Paid volunteer time off.

Ascendium provides equal employment opportunity to all individuals regardless of their race, color, religion, sex, age, national origin, creed, disability, veteran status, or any other characteristic protected by state or federal law. We are strongly committed to this policy and believe in the concept and spirit of the law.

H-1B sponsorship (initiation or transfer) is not available for this position.

If you would like assistance with the application process, please email Ascendium Human Resources. We invite all applicants to complete the Voluntary Affirmative Action questions when submitting application materials. The questions are found at the end of the online application process. To learn more about our commitment to Equal Employment Opportunity, please visit the Ascendium Careers webpage.

Ascendium requires criminal, employment, and education background investigations before hiring.

Apply