



Data Analyst Position Description

Position	Data Analyst, 450 hours
Location	North Dakota, Remote or Fargo/Bismarck Office
Reports to	Paige Shockman, Community Engagement & Operations Manager
Service Site	Center for Technology & Business
Service Term	Between November 1, 2026 – October 31, 2027

About CTB

Center for Technology & Business hosts programming under North Dakota Women's Business Center (NDWBC), which is dedicated to being the leading voice, resource, and partner for small business owners throughout North Dakota. Our mission is to amplify the economic voice of business owners through advocacy and access to critical resources.

Position Overview

Center for Technology & Business is seeking an analytical, detail-oriented, and systems-minded Data Analyst to strengthen the organization's ability to collect, manage, analyze, and use data to inform programs and communicate impact. This AmeriCorps member will support NDWBC's data infrastructure, reporting processes, and performance measurement efforts across programs, client services, grants, and community engagement activities.

The Data Analyst will collaborate closely with NDWBC staff, the Marketing and Impact Coordinator, and the Client Success Story Specialist to ensure that NDWBC's data and stories work together to demonstrate meaningful impact.

Weekly schedules are determined based on start and anticipated end date to ensure that the required 450 hours are met. Schedule is flexible and coordinated with your supervisor.

Supervision & Support

The Data Analyst will be supervised by Paige Shockman. The member will receive onboarding, ongoing training, weekly check-ins, feedback, and support from NDWBC staff. The member will participate in team meetings and have opportunities for professional development related to data management, evaluation, reporting, and nonprofit operations.

Essential Duties and Responsibilities

This list highlights key responsibilities associated with the role. It is not exhaustive, and duties may evolve according to organizational needs.

Data Collection and Quality

- Support the collection, organization, and review of client, program, and service delivery data.
- Assist with CRM and Outcome Tracker data entry review, clean-up, quality checks, and reporting processes.
- Help identify missing, incomplete, or inconsistent data and recommend improvements to strengthen data integrity.

- Support the development of consistent processes for tracking client engagement, program participation, service delivery, and outcomes.
- Maintain confidentiality of client and organizational information in accordance with AmeriCorps and service site policies.

Reporting and Analysis

- Assist with program, grant, and funder reporting by preparing data summaries, charts, and supporting documentation.
- Analyze client, program, and community data to identify trends, service gaps, opportunities, and areas for improvement.
- Support the creation and maintenance of dashboards or tracking tools that help NDWBC monitor progress toward program and grant goals.
- Help transform raw data into clear, actionable insights for staff, board members, funders, and partners.
- Support data-informed decisions that reflect the needs of clients and communities served.

Research and Business Intelligence

- Conduct research related to small business trends, entrepreneurship, rural economic development, and community needs.
- Use tools such as Microsoft Suite, Outcome Tracker, LivePlan, Vertical IQ, and other approved platforms to support client success and organizational reporting.
- Assist in gathering and organizing information that helps NDWBC better understand the entrepreneurial ecosystem and avoid duplication of services.
- Provide data summaries that may support program planning, outreach strategies, impact reports, and grant narratives.

Community and Program Support

- Support NDWBC's capacity to serve business owners through improved data systems and reporting.
- Collaborate with staff and partners to understand what data is needed to strengthen programming and demonstrate impact.
- Assist with evaluation processes that help NDWBC assess program effectiveness and improve client engagement.
- Represent AmeriCorps, Strengthen ND, and NDWBC professionally while serving in the community.

Team Collaboration

- Establish and maintain strong relationships with NDWBC colleagues to understand, anticipate, and address organizational data needs.
- Collaborate with the Marketing and Impact Coordinator to turn data into visuals, reports, and public-facing communication materials.
- Collaborate with the Client Success Story Specialist to help connect quantitative impact data with client stories and testimonials.
- Participate in team meetings and provide data-related updates, insights, and recommendations.
- Assist the Executive Director by preparing data summaries, research, and reporting materials that support grant management, board updates, strategic planning, and organizational decision-making.

Skills and Characteristics of Top Candidates

- Strong attention to detail and commitment to accuracy.
- Interest in data analysis, reporting, dashboards, evaluation, and nonprofit impact measurement.
- Ability to organize complex information and summarize it clearly.
- Comfort using Microsoft Excel, Microsoft Suite, CRM systems, and other data tools.
- Curiosity about small businesses, entrepreneurship, and community economic development.
- Commitment to ongoing learning in data analytics, reporting, program evaluation, and operational efficiency.
- Ability to balance independent analysis with team collaboration.
- Solutions-oriented approach, including the ability to identify problems and recommend practical improvements.

- Commitment to NDWBC's mission of supporting entrepreneurs.

Position Impact

The Data Analyst will strengthen NDWBC's ability to measure outcomes, improve service delivery, communicate impact to stakeholders, and make informed decisions. By improving data quality and reporting systems, the member will help expand the organization's capacity to support entrepreneurs and communities throughout North Dakota.

AmeriCorps Service Expectations

AmeriCorps members serving with NDWBC through Strengthen ND are expected to:

- Comply with AmeriCorps, Strengthen ND, and service site policies, including prohibited and unallowable activities.
- Complete required service hours, submit timesheets through the required system, and participate in required trainings.
- Maintain confidentiality of client, organizational, and partner information.
- Serve in a reliable, professional, and conscientious manner while supporting capacity-building activities that strengthen NDWBC's ability to serve North Dakota entrepreneurs.

How to Apply

Interested candidates should apply through [this link](#). All candidates will be contacted within 5 business days of submitting their interest form.