

**JOB TITLE:** Data Platform Tech Lead

**SUPERVISOR:** Sr. VP of Product and Portfolio Management

**INTERNAL PARTNERSHIPS:** IT Solutions Director, Director of Network Performance, Data Analyst, IT Operations Lead

**SUPERVISES:** No Direct Reports

**STATUS:** Exempt, Full-Time

**SALARY RANGE:** 100,000-120,000

TogetherNow is seeking a technically sharp and mission-driven **Data Platform Tech Lead** to take strong ownership of our data lake and analytics platform. This is a hands-on role for someone who wants to do meaningful technical work — where your impact is direct and visible, and where the data you steward helps improve health, human services, and education outcomes for the Greater Rochester community. You will serve as TogetherNow's primary internal expert on how data flows across the MyWayfinder ecosystem and the broader network — from ingestion through transformation, governance, and consumption.

Reporting directly to the Sr. VP of Product and Portfolio Management, this role works in close partnership with the IT Solutions Director, Director of Network Performance, Data Analyst, and IT Operations Lead. You will drive the data platform roadmap, maintain data quality and governance standards, and help optimize our Azure and Fabric environment for cost-effectiveness and performance. This role also progressively reduces our dependency on contracted third-party support by building capability in-house. It is a hands-on technical position with real ownership and room to grow.

## **Essential Duties and Responsibilities:**

### Platform Ownership

- Take ownership of the architecture and roadmap for TogetherNow's data lake, built on Azure Data Lake Storage and Microsoft Fabric (OneLake), and actively contribute to optimizing our cloud setup for reliability, performance, and cost efficiency.
- Maintain deep working knowledge of data pipelines, ingestion patterns, transformation logic, and consumption layers including Power BI, SQL endpoints, and APIs.
- Develop and maintain data governance standards including data quality rules, access controls, retention policies, and privacy requirements consistent with HIPAA and applicable data sharing agreements.
- Serve as the primary internal technical expert on Microsoft Azure and Microsoft Fabric, progressively absorbing maintenance and operations responsibilities currently held by contracted IBM resources.
- Create and maintain technical runbooks, data dictionaries, and architectural documentation to reduce institutional knowledge dependencies.

## Platform Roadmap & Backlog Management

- Own and prioritize the data platform backlog, translating business and program requirements into technical user stories and acceptance criteria.
- Partner with the IT Solutions Director on strategic platform planning and with the IT Operations Lead on operational continuity and escalation triage.
- Serve as the technical point of escalation for data platform issues surfaced through the IT Operations intake process.
- Facilitate sprint ceremonies relevant to data platform work and coordinate with external vendors on release planning and change management.
- Monitor platform performance metrics and proactively surface risks, bottlenecks, and improvement opportunities to the Sr. VP of Product and Portfolio Management.

## Stakeholder Engagement & Data Enablement

- Partner with the Integrated Care System team, 211 network, and connected providers to understand data needs and translate them into platform capabilities.
- Develop documentation and self-service guidance so internal and network stakeholders can access and trust the data.
- Support reporting and analytics efforts, including Power BI development and SQL-based data access for TogetherNow's program and evaluation teams.
- Train and educate business stakeholders to build data competency across the organization.

## Vendor & Contract Management Support

- Serve as the day-to-day technical point of contact with IBM and other data platform vendors, working with support from the Sr. VP to reduce contracted hours over time as internal capability grows.
- Document IBM-managed processes and create transition plans to bring critical maintenance and operations functions in-house.
- Participate in quarterly business reviews with external partners and maintain accurate records of contracted scope and deliverables.

## Other Duties

- Communicate regularly with the Sr. VP of Product and Portfolio Management to ensure shared visibility into platform priorities, risks, and roadmap progress.
- Participate in staff meetings, committees, and professional development activities as appropriate.
- Perform other duties as assigned.

## Education and Experience:

## Required Qualifications

- 4 years minimum of hands-on experience in data engineering or data platform work, with a strong focus on Microsoft Azure and/or Microsoft Fabric. We are looking for depth of technical skill over breadth of years.
- Hands-on experience with Microsoft Azure data services — particularly Azure Data Lake Storage, Azure Data Factory, Azure Synapse Analytics, or Microsoft Fabric (OneLake, Lakehouse). Direct Fabric experience is a strong plus given how central it is to our platform.
- Experience with data governance, data quality frameworks, and access control patterns.
- Proficiency in SQL, Python and pySpark.
- Experience working in an Agile environment with the ability to own and manage a platform backlog.
- Strong written and verbal communication skills — comfortable translating technical concepts for non-technical stakeholders.
- Ability to work independently and exercise sound judgment with minimal direct supervision.
- Dedication to improving outcomes for community members and alignment with TogetherNow's mission and values.

## Preferred Qualifications

- **DP-700: Microsoft Certified Fabric Data Engineer Associate** — the primary certification signal for this role; validates expertise in data loading patterns, Lakehouse architecture, and orchestration within Microsoft Fabric.
- **DP-600: Microsoft Certified Fabric Analytics Engineer Associate** — complements DP-700 by demonstrating command of the full data lifecycle through to consumption, including semantic models, warehouses, and Power BI integration.
- **PL-300: Microsoft Certified Power BI Data Analyst** — supporting signal indicating a strong BI and reporting foundation.
- Familiarity with health or human services data environments, including HIPAA compliance and Community Information Exchange (CIE) or Health Information Exchange (HIE) contexts.
- Experience with Jira, Confluence, and Agile tooling.
- Experience managing or transitioning away from contracted maintenance and operations support relationships.
- Bachelor's degree in Computer Science, Information Systems, Data Science, or equivalent professional experience.

## Core Competencies

- **Technical depth:** hands-on command of Azure/Fabric platform architecture and data engineering patterns
- **Ownership mindset:** takes responsibility for platform reliability, data quality, and roadmap delivery
- **Sound judgment:** knows when to escalate issues and when to resolve independently
- **Communication:** translates technical complexity clearly for non-technical partners and leadership

- **Collaboration:** works across team boundaries with the IT Solutions Director, IT Operations Lead, and program teams
- **Continuous improvement:** proactively identifies opportunities to reduce technical debt and manual dependencies

## Work & Physical Requirements:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

- Extended periods of sitting at a desk or workstation while performing analytical and technical tasks.
- Regular use of computers and other office equipment, requiring manual dexterity and visual concentration.
- Occasionally required to lift and/or move up to 20 pounds.
- Ability to communicate effectively with colleagues, leadership, and external partners in person, over the phone, or via video conference.
- Hybrid working arrangements available; a minimum of two days per week in office is required.
- Occasional travel may be required for training, conferences, or partner meetings.

## How to Apply

Cover letters are welcome but not required. Send your resume and optional cover letter to [careers@togethernowny.org](mailto:careers@togethernowny.org).