JOB DESCRIPTION

# Data Implementation Manager

| REPORTS TO | DIRECT REPORTS | TRAVEL |
| --- | --- | --- |
| Director of Customer Delivery | None | 5–10% |

SALARY RANGE

Ask the hiring manager. See TrueRoll Compensation Policy for COL adjustments.

## Description

The Data Implementation Manager owns the data our clients run on. You will get data from counties and data partners, then validate, transform, load, and QC it. You will also build AI-powered processes that make this work faster and more scalable. Configurations are your primary tool. You will build and tune them alongside a model, with supporting code and queries where needed.

## Key Responsibilities

### Data Acquisition, Intake & Refresh

- Work with county staff and data partners to set up data feeds, file specs, and refresh schedules
- Monitor recurring refreshes and catch problems before they reach clients

### Validation, Transformation & Loading

- Build and maintain the configurations that map source data to TrueRoll's data model
- Validate, load, and QC every delivery, including reruns and corrections

### AI-Powered Data Operations

- Build AI-assisted processes for configuration, validation, QC, and troubleshooting
- Verify AI output and keep humans in the loop where accuracy matters

### Strategic Client Support

- Resolve data-related support requests and bring recurring issues to Product and Engineering
- Document each client's data setup

## Qualifications

- 3+ years in data operations, data engineering, solutions engineering, or a similar role
- Hands-on ETL experience with messy third-party data
- Strong SQL and Python skills
- Fluency with LLM-based tools (Claude, Claude Code, Cursor) as your default way of working
- Experience with SFTP, S3, and APIs
- Comfortable working directly with customers, including both technical and non-technical users
- Thrives in a fast-paced startup environment, moving between clients and priorities throughout the day

## Benefits

- Competitive compensation
- Training, workshops, and conferences
- Remote work culture
- Healthcare: 100% of employee premiums paid
- 401k
- PTO: 3 weeks, rising to 4 weeks at 2 years