

Position: Membership Data and PC Manager

Posting Date: January 13, 2026

Closing Date: Until Position is Filled

Assignment: Harrisburg, PA (On-site)

Salary Range: \$54,490.46 – \$100,000.08

Membership Data and PC Manager

This position is responsible for managing and overseeing the data operations and technical implementation of Council 13's Unionware System and other data tools. The role includes ensuring data integrity, managing vendor relationships, providing technical and user support, and producing member data reports for stakeholders. The position also provides basic PC support for end users, ensuring smooth operation of hardware, software, and peripheral systems used to access and maintain data systems.

Primary Responsibilities

- Manage the operation of Council 13's membership and dues information database (Unionware).
- Track, report, and analyze member data to support stakeholder decision-making.
- Manage the tracking and distribution of dues and bargaining files for processing and oversee data processing workflow.
- Provide data cleansing support for large data sets.
- Provide training and technical assistance to resolve database-related issues for users.
- Assist leadership in the preparation of data reports.
- Document business processes and procedures.
- Ensure the integrity and confidentiality of all databases and related systems.
- Provide entry-level PC support to staff, including setup of workstations, installation of standard software, troubleshooting hardware and connectivity issues, and assisting with password or account access problems.
- Maintain an inventory of computer equipment and coordinate with IT vendors for repairs, replacements, or upgrades.

- Support end users with questions related to Microsoft Office, email configuration, and basic network access.
- Manage relationships with data and IT vendors, escalating issues that require immediate resolution.
- Other duties as required.

Minimum Requirements

- Bachelor's degree, and four (4) years of experience working in a data-related position; or equivalent combination of education and/or experience.
- Experience in membership data systems.
- Experience with Microsoft Office; specifically, Excel.
- Strong data management and analytical skills.
- Demonstrated project management skills; ability to manage complex projects, prioritize, and multi-task.
- Ability to troubleshoot any data-related problems.
- SQL skills preferred.
- Excellent data management knowledge.
- Effective communication skills and the ability to explain complex technical information in a nontechnical, easy-to-understand way.
- Must have the ability to relate to and work with diverse groups of people; ability to work independently within the context of a plan.
- Familiarity with Unionware and/or Access Databases a plus.
- Basic understanding of computer hardware, operating systems, and end-user support. Prior helpdesk or technical support experience a plus.