



We're Hiring a Community Manager to Support the CKAN Ecosystem!

Introduction

The ability to access information is important for building trust in government and holding leaders accountable. The Comprehensive Knowledge Archive Network (CKAN) has been an important open-source data management software platform used in hundreds of open data, open government, and open science initiatives around the world. It powers many transparency initiatives including open data catalogs in the United States, Singapore, Mexico, London, Istanbul, and the Humanitarian Data Exchange of the United Nations Office for the Coordination of Humanitarian Affairs.

Support from the U.S. National Science Foundation's (NSF) [Pathways to Enable Open Source Ecosystems \(POSE\)](#) is providing funding to enable people from around the world to build the open future they want to see. To help achieve this goal, we are seeking someone to play a new role of Community Manager in the CKAN ecosystem. The person filling this position would help members of the community develop new inclusive structures and pathways for participation, support existing and emergent leaders in strengthening the ecosystem by creating workshops, documentation, events, and other activities that promote the product and bring people together.

About Us

The Community Manager will join a project team consisting of long-standing participants in the CKAN ecosystem at [datHere](#), and a team at the University of Pittsburgh that has designed, managed, and built community within civic and open data initiatives involving CKAN through the [Western Pennsylvania Regional Data Center](#) initiative. This is the same project team that developed the project plan through a Phase I POSE grant. The POSE initiative will also be guided by a steering committee composed of existing and emergent leaders of the CKAN ecosystem. You can learn about our Phase I work at <https://civicdataecosystem.org/>.

About CKAN

CKAN is the world's leading open source data management system. It is used by several hundred organizations around the world as an open data catalog and repository, and powers the U.S. government's open data catalog at data.gov. A committed group of people from across the globe play vital roles in the CKAN ecosystem. The software itself is held in trust by the Open Knowledge Foundation who have appointed Link Digital and Datopian as co-stewards. In this role, they maintain a product road map, plan and manage the development of new new features, lead ecosystem communications, and secure resources to sustain the ecosystem. A core tech team actively manages contributions to the code base provided by a global network of content developers. Many people we encountered in the Phase I discovery efforts are interested in working together to create new activities, exchange knowledge, and produce new artifacts in the CKAN ecosystem. Learn more about CKAN at <https://ckan.org/>.

Responsibilities and Duties

Because the POSE Phase II funding opportunity ends after two years, our approach to strengthening the ecosystem will focus on co-creating processes and scaffolding that will have a lasting legacy. Over the two year span of the initiative, the Community Manager will work in partnership with and provide guidance and support to members of the ecosystem as they:

- Create clearly defined outreach and onboarding pathways that welcome and encourage more volunteers - especially those underrepresented in technology communities - to make a meaningful contribution to the ecosystem;
- Develop new processes to design, organize, and manage products, activities, and events that improve CKAN and strengthen personal relationships among members of the ecosystem;
- Enhance marketing and promotional efforts that will increase the adoption of CKAN as a data management solution.

We welcome you to read [our submission to the NSF](#) to learn more about our plans.

Knowledge, Skills, and Abilities

There is no one pathway into a career as a community manager in open source ecosystems. People from a variety of backgrounds have been able to create impact in this role. If you have experience working within, building and strengthening ecosystems, and enjoy working at the intersection of technology and community, we encourage you to apply.

Members of the project team and leaders of the CKAN ecosystem used [a framework](#) developed by the Center for Scientific Collaboration and Community Engagement to define and identify the skills that are most-important for this position. They include skills vital to working with others around common community goals, designing and managing programs, and communications aptitude. A longer list of important skills from the framework includes:

Interpersonal skills

- Engagement: Facilitating contributions from and interactions between community members that encourage participation and positive attachment to the community
- Collaboration: Working effectively as part of a group by sharing, responding, and contributing to activities.
- Networking: Developing, maintaining, strengthening, and documenting relationships across the ecosystem
- Training and Teaching: Effectively transferring knowledge and skills to a diverse audience of learners.
- Cultural Fluency: Understanding and appropriately engaging with the unique combination of cultural attributes and identities that members of the community bring to their interactions.
- Consulting and Listening: Leveraging internal and external knowledge, skills, and expertise by soliciting, being open to, and incorporating community members' opinions and views.

Program Management

- Operational Planning and Implementation: Align operations with strategic goals by helping members of the community develop and carry-out plans.
- Record-Keeping: Develop systems that community members can use to track contributions and contribute to performance measurement activities
- Evaluation and Assessment: Create feedback mechanisms that members of the ecosystem can use to determine whether activities are achieving established objectives.

- **Event Planning:** Help community leaders design events and activities, and help to plan and coordinate an in-person convening of ecosystem members planned under the project.
- **Community Governance:** Help to strengthen, coordinate, document, and ensure compliance with established procedures for community processes and decisions. Formulate new policies to promote community cohesion and accomplishment of organizational goals.

Program Development

- **Program Design:** Develop and test frameworks that members of the community can use to create activities that meet the mission, vision, and goals of the community.
- **Change Management:** Use understanding of organizational change to influence the adaptation of structures, processes, and practices in the ecosystem.
- **Recruitment, Welcoming, and Onboarding:** Identify, seek out, and cultivate new members and establish new partnerships and collaborations. Welcome and equip members for meaningful participation.

Communication

- **Content Planning:** Working with other CKAN leaders, develop a strategy to establish effective themes, templates, and timelines for sharing content with community members and external audiences.
- **Knowledge Brokering:** Connect community members with sources of information, expertise, or experience.
- **Speaking and Presenting:** Share and discuss the community's work, content, and outcomes with diverse audiences in a variety of settings.

Source: Center for Scientific Collaboration and Community Engagement. (2021) The CSCCE Skills Wheel – Five core competencies and 45 skills to describe the role of the community engagement manager in STEM. Woodley, Pratt, Sandström, Wood-Charlson, Davison, and Leidolf doi: 10.5281/zenodo.4437294

Benefits

This full-time position is designed for someone to have a meaningful impact in strengthening a critical open-source software product that is vital to hundreds of open society initiatives. You will not only be able to play a vital role in creating a more-inclusive and more-dynamic ecosystem, you'll also be able to build a rich personal network by engaging with people from across the world. If you value transparency,

believe in the impact of open data and open source software, and share an interest in creating an open society, we hope you'll apply to join the team.

Compensation is competitive and commensurate with experience. We have budgeted for a salary approaching the midpoint (\$71,000) of the range for the position's [Grade 08 classification](#). The University also includes a rich set of benefits provided to staff at the University of Pittsburgh. This position is funded for two years, and our desire is to secure continued funding for this role into the future.

Apply

[For more details and to apply for this job, please submit a resume through the University of Pittsburgh's talent system](#). The University's job classification system has titled this classification "Community Engagement Program Manager."