



FASEB

Federation of American Societies
for Experimental Biology

Position Title: Research Data Help Desk Manager
Status: Full-time (37.5 hours/week), Exempt status
Reports to: DataWorks! Program Director
Department: Public Affairs
Date: January 19, 2023
Location: Remote (USA), Hybrid, or Rockville, Maryland

FASEB seeks a Manager to drive the DataWorks! Help Desk, a service researchers will utilize to manage, share, and reuse research data in biology and biomedicine.

About FASEB

The Federation of American Societies for Experimental Biology (FASEB) is the largest coalition of biomedical researchers, [representing 28 scientific societies](#) and over 115,000 researchers worldwide. Our mission is to advance health and well-being by promoting research and education in biological and biomedical sciences through collaborative advocacy and service to our societies and their members. FASEB is committed to fostering diversity, equity, accessibility, and inclusion among its leadership, volunteers, and staff.

DataWorks! (<https://faseb.org/dataworks>) is a new initiative that brings the biological and biomedical research communities together to advance human health through data sharing and reuse. FASEB seeks a Manager to lead the DataWorks! Help Desk.

Primary Function

Reporting to the DataWorks! Program Director, the DataWorks! Research Data Help Desk Manager is responsible for developing and advancing the Help Desk—a knowledgebase and consultation service to enable researchers to manage, share, and reuse research data in biology and biomedicine. The successful candidate will join the DataWorks! team during its start-up phase and have wide creative responsibility for the Help Desk. Building upon a pilot launched in 2023, their mission will be to collaboratively develop and advance a Help Desk which researchers know, trust, value,

utilize, and promote as a vital and easy-to-use service which solves their data challenges in the biological and biomedical sciences. The ideal candidate will possess key skills in areas such as product development and management, life science research, creating user-driven solutions, research data management, and strong communication and collaboration skills.

Major Duties and Responsibilities:

- Building upon a pilot launched in 2023, lead the design, coordination, and execution of the DataWorks! Help Desk—to enable researchers to easily manage, share, and reuse research data in biology and biomedicine. Maintain a service which researchers know, trust, utilize, value, and promote.
- Identify, organize, develop, and maintain knowledgebase content, leveraging both FASEB expertise and existing resources of the research data community. Includes writing and editing for the Help Desk as well as for outreach materials.
- Design, implement, staff, and oversee a consultation service, with features that may include ticketing and live chat systems.
- Maintain awareness of developments and resources in the fields of biosciences, research data, and open science; contribute to the community as appropriate.
- Collect input and feedback from the research community to progress the Help Desk in line with user needs. Establish and utilize mechanisms such as metrics and robust 2-way engagement to understand user requirements and translate them into new and improved services. Foster engagement to raise awareness.
- Liaise and collaborate with IT staff regarding implementation of requirements on existing or new technology.
- Work closely with other DataWorks! team members to ensure an integrated service environment; contribute to overall Program activities.
- Collaborate across internal FASEB teams and external partners to advance programmatic and organizational goals (e.g., communications and marketing).
- Potential to establish and supervise a service team in the future.
- Other duties as assigned.

Skills:

- Ability to strategize, build, and implement a new product.
- Expertise in the life sciences.
- Strong written and oral communication skills.
- High attention to detail (e.g., in editing, organizing, or publishing content).
- Familiarity with research data management and/or open science.
- Customer service oriented.
- Able to engage and collaborate across diverse stakeholder groups.

- Demonstrated ability to prioritize, managing multiple tasks and deadlines.
- Flexible team player who prioritizes diversity, inclusion, and transparency.
- Initiative driven.
- Ability to learn new technology.
- Project management; ability to coordinate the work of multiple distributed contributors to achieve goals.

Education and Experience:

- Bachelor's degree required. Master's degree or Ph.D. preferred with a focus in life sciences, data, computer science, information science, or related field.
- Experience in product development and management and/or service design.
- Professional experience with user-oriented knowledgebase/help desk environments (e.g., developing, managing, writing content for, and/or using).
- Preferred: at least 3 years' professional experience with researchers, as either a researcher or service provider.
- Preferred: experience in UX and/or metrics dashboards. Includes demonstrated ability to assess evolving user needs and translate them into service solutions.
- Preferred: experience with content management systems or customer support.
- Preferred: experience engaging with stakeholders and/or governance structures.

Compensation and Benefits

This is a full-time, exempt position. Salary is competitive with non-profit science and technology organizations of comparable size and based in the Washington, D.C., area. FASEB offers a strong benefits package including professional development opportunities; annual and sick leave; holidays; 403(b) retirement; medical, dental, and vision insurance; EAP; life insurance; short- and long-term disability; and free parking for on-site work.

Location

Remote (USA) or hybrid work will be considered for this role. FASEB is located in Rockville, Maryland, near an accessible Metro station and major bus lines, and is within walking distance of living, shopping, and sports facilities. Rockville is rated as a top city for livability and is home to National Institutes of Health (NIH), Walter Reed National Military Medical Center (WRNMMC), and several scientific societies, and is easily accessible from 3 airports as well as Amtrak. Travel and weekend assignments as required (5% of time).

To Apply

For full consideration, please submit a resume and cover letter with salary requirements. Applications will be considered on a rolling basis and the position will remain open until filled. If you are excited about this role but unsure if you meet every qualification, we still encourage you to apply. For more information and to apply, please visit: <https://www.faseb.org/careers>.

If an accommodation is needed to complete the application process, please contact FASEB's Human Resources Department at resumes@faseb.org.

To learn more about FASEB, please visit www.faseb.org.

FASEB is an equal opportunity employer, and all qualified applicants will receive consideration for employment without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state, or local laws. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
