

**POSITION DESCRIPTION**

<b>Position Title:</b>	Data Analyst/Report Writer
<b>Department:</b>	Information Services
<b>Time Assignment:</b>	Full Time
<b>Exemption Status:</b>	Exempt
<b>Reports To:</b>	Vice President of Information Services
<b>Effective:</b>	February 2017

**Position Summary:**

Provide full reporting lifecycle support (needs assessment, design, build, test, deploy, support) for the NDSU Foundation and Alumni Association. Oversee the delivery of information and develop new models and data structures to meet the organization's dynamic needs. Perform data analysis using independent judgment and technical expertise. Provide technical assistance for database and other software.

**Essential Duties and Responsibilities:**

1. Report Writing
  - a. Develop, document and maintain reports, and dashboards in various IT systems throughout the organization.
  - b. Provide information delivery from the various system applications to end-users, through a variety of reporting systems, ensuring data quality and consistency.
  - c. Provide support to end-users on reporting applications: answer questions, troubleshoot issues and research solutions.
  - d. Support analytical project needs, research and implement solutions, answer questions and troubleshoot issues.
  - e. Work with reporting software vendors to troubleshoot problems and install updates.
  - f. Stay current with reporting and data models design trends, best practices and technology directions. Provide recommendations for reporting and business intelligence roadmap to reflect industry direction.
  - g. Collaborate with other IT staff members in the development and implementation of IT projects, as assigned.
2. Data Analysis
  - a. Consult with various units to determine system functional specifications to enhance business processes, efficiencies and information flow through reporting and data visualization tools.
  - b. Provide results for various Foundation and Alumni Association benchmarks and surveys as needed
  - c. Assist Foundation and Alumni Association staff in analysis of information for various projects and internal processes
3. Customer Service and Support
  - a. Deliver high quality customer service to end-users and provide training as needed. Emphasize transfer of technology and technical procedures.
  - b. Work with end-users to identify opportunities for business process improvements.
  - c. Identify and research new technologies and solution strategies to enhance the reporting applications and information systems of the organization.
  - d. Document, train and provide support to end-users regarding use of reports and database software.

**Essential Functions:**

1. Set priorities, develop a work schedule, monitor progress towards goals, and track details/data/information/activities.  
Tasks:
  - a. Ability to efficiently operate a personal computer and associated software (Outlook, Word, Excel, etc.)
  - b. Ability to maintain files accurately, in paper and in software programs
  - c. Ability to maintain records and prepare reports
  - d. Ability to handle multiple tasks simultaneously
  - e. Ability to plan, prioritize and meet deadlines
2. Establish and maintain positive working relationships with others both internally and externally to achieve the goals of the organization.  
Tasks:
  - a. Ability to interact in an effective and appropriate manner with diverse populations, internal staff, University community and the public
3. Work cooperatively and effectively with others to resolve problems and make decisions that enhance organizational effectiveness.  
Tasks:
  - a. Ability to maintain confidentiality of records and information
  - b. Ability to display excellent judgment and decision making
  - c. Ability to follow through on projects with little supervision
  - d. Ability to spot problems
4. Speak, listen and write in a clear, thorough and timely manner using appropriate and effective communication tools and techniques.

**Minimum Qualifications:**

1. Bachelor's degree in computer science, MIS or related field; or an Associate degree and three years of directly related work experience
2. Strong technical background
3. 3 years of experience working with relational databases and reporting tools
4. 3 years of experience in analyzing data, creating reports and publishing results.
5. Excellent customer service skills with ability to describe technical topics from a business perspective
6. Effective communications skills including presentation skills
7. Ability to apply technical/functional expertise, manage and improve processes, practice self-development, champion change and innovation
8. Ability to foster collaboration and inspire trust
9. Demonstrated project management skills in planning, coordinating, communicating and delivering system enhancements independently
10. Report development and database administration expertise
11. Valid driver's license

**Preferred Qualifications:**

1. Bachelor's degree in computer science, MIS or related major
2. 5+ years of experience working with relational databases and reporting tools
3. 5+ years of experience in analyzing data, creating reports and publishing results.
4. Knowledge of fundraising systems
5. Experience in a higher education setting

**Physical Demands:**

Must be able to remain in a stationary position for extended periods of time. The person in this position needs to occasionally move about inside the office to access file cabinets, office machinery, etc. Constantly operates a computer and other office productivity machinery, such as computer, printer, copy machines. Occasionally positions self to maintain computers and equipment, including under the desks and in the server closet. Frequently moves computer equipment weighing up to 25 pounds across the organization.

***The position description is not intended to be an all-inclusive list of job responsibilities, duties and requirements: but to describe the standard level of work being performed. Employees may be required to perform other duties as assigned or as required by the needs of the business. The NDSU Foundation and Alumni Association reserves the right to add or change the duties of the position at any time.***