Job Description

Job Title:	Systems Report Developer \ Data Specialist
Department:	Office of Advancement
Reports To:	Associate Director, Data Analytics and Business Intelligence
Jobs Reporting:	None
Salary Grade:	USG 9/10
Effective Date:	April 2022

Primary Purpose

The Systems Report Developer \ Data Specialist position is responsible for providing a range of report development and data management support services for the Office of Advancement. This includes report development, report design, requirements gathering, data analysis, data extracts, data imports/exports, database updates, database cleanup, and completing requests for data from our Advancement teams to support fundraising, alumni engagement, and operational business activities. The position is expected to ensure that reports, information, and data supplied are accurate and adhere to the department's data quality and integrity standards.

The position is technical but will require the individual to have a solid understanding of the business activities as they relate to the advancement services environment, fundraising, and alumni relations.

Key Accountabilities

Develop canned and custom reports

- Develop canned reports or dashboards within Advancement's donor database platforms
- Develop custom reports utilizing report writing or visualization tools for more complex reporting.
- Conduct requirements gathering, systems analysis, and design to deliver reporting solutions for the department using best practice report design and development techniques.
- Work collaboratively with Advancement staff to ensure report requirements are fully met.
- Test and review new or modified reports developed using best practice QA techniques
- Document requirements, design, analysis, reports, and testing results
- Assist with the delivery of training for newly developed reports
- Maintain existing suite of canned or custom reports develop by the Systems team.
- Utilize advanced reporting tools, such as Excel pivot functions, Microsoft SSRS, dashboard visualization tools like Power BI to produce tables, charts, graphs, business intelligence dashboards for more complex reporting.
- Automate the delivery of various business unit reports on a weekly, monthly or annual basis using existing task management tools to ensure efficient delivery of routine reports.
- Participate in the evaluation and selection of report development and writing tools
- Participate in the conversion of legacy reports to utilize newer reporting platforms.
- Keep informed on the latest report development tools, development practices, and vendor product enhancements through workshops, webinars, or conferences.

Execute data request tasks to support of business unit activities

- Execute and complete assigned data requests in support of Advancement business operations

- Utilize the advancement donor database tools and/or SQL query tools to create, export, supply and deliver data lists, data extracts, spreadsheets, and customized reports to support; event registrations, newsletters, surveys, fundraising appeals, reseach and other analytical needs
- Collaborate with the requestor to ensure requirements are clear.
- Update department's request tracking system with relevant status updates and/or capture relevant details about the request.
- Upload data files to various online engagement platforms, like iModules, to support event registration or online fundraising.
- Work with operational staff to handle “ad hoc” requests to identify or fix data-related problems.
- Document methodology for complex data requests for future use.
- Participate in weekly request tracker assignment meetings.

Data management

- Perform data management tasks using our advancement donor database tools or SQL queries, to extract data from our Advancement donor databases.
- Perform data imports into the Advancement donor database systems using native tools, flat files, or SQL to update the transactional databases, including but not limited to; constituent records, coding for attributes, actions, events participantion, fundraising appeal updating, gift updates, data cleanup, updates for prospect rating and any other database updates.
- Develop queries or tools to conduct data verification and validation tasks to enhance quality of donor database.
- Conduct database maintenance tasks to identify data problems, validate data, and develop solutions for data cleanup.
- Collaborate and work with Advancement Data Steward to ensure data quality, accuracy, and data definition are coordinated within the organization.
- Develop analytical reports to support the Data Stewards efforts to ensure the data integrity of our donor database is maintained.

Data analysis and mining

- Conduct data analysis to support advancement programs and services delivered including inspecting, transforming, and modeling data to provide useful information or metrics to guide decisions for business activity and operations.
- Performs analytical tasks with an emphasis on interpretation, aggregation, and evaluation of data for internal and external reporting.
- Perform data mining tasks using donor database toolkit, database query tools such as Structured Query Language (SQL), Excel, or Business Intelligence tools.

Documentation

- Document requirements and specifiation for custom developed reports captuting business logic, data fields and outputs.
- Update data request tickets with data query or extraction procedures and capture any additional notes about complex processes.
- Update the Systems team confluence Wiki with descriptions of new or updated reports developed for the donor database or reporting tools such as Crystal Reports, SSRS or Power BI.

Other Duties

- Participate and/or lead in several teams, departments, or university-wide assigned projects
- Participate in bi-weekly Systems team meetings
- A backup resource to other Systems team members where applicable
- Provide direction for part-time, work-study, or Coop students as required
- Other tasks and responsibilities as assigned

**All employees of the University are expected to follow University and departmental health and safety policy, procedures, and work practices at all times. Employees are also responsible for the completion of all health and safety training, as assigned. Employees with staff supervision and/or management responsibilities will ensure that assigned staff abide by the above, and actively identify, assess and correct health and safety hazards, as required.*

Required Qualifications

Education

- University or College undergraduate degree in Information Science, Computer Science, Business Analysis or related professional qualifications, or equivalent combination of education and experience

Experience

- 5+ years of progressive experience in report development, design techniques, and use of report development tools such as Crystal Reports or Microsoft Report Builder (SSRS) or similar reporting tools.
- Demonstrated experience conducting business analysis to collect requirements, design report layouts, and utilize best practice testing methodologies to ensure report accuracy.
- 4+ years of experience performing business or financial data analytics, data integrity, data mining, data management, and working with relational databases
- 3+ years of experience writing SQL queries to access data from relational databases (RDBMS) such as MS SQL or MS Access.
- Experience working with large relational databases with a good understanding of databases, database structures, and data maintenance practices, including data extraction, importing, and updating data records.
- Experience writing documentation and delivery of end-user training.
- Experience working with data visualization or dashboarding tools.
- Experience with statistical analysis and methods would be an asset.
- Experience working in a fundraising environment or with donor database application software would be an asset

Knowledge/Skills/Abilities

- Good interpersonal and communication skills
- Excellent organizational, analytical, and problem-solving skills, with the ability to work collaboratively in teams or independently and perform duties that require accuracy and attention to detail.
- Ability to multi-task to effectively prioritize and execute assignments while meeting multiple deadlines and/or changing priorities.
- Microsoft SSRS report builder or SAP Crystal Reports or similar report writing tools
- Microsoft SQL Server
- MS Access database
- Microsoft T-SQL query language or similar SQL language
- Advanced proficiency in MS Excel, including data-related functions and charts
- Knowledge of Visual Basic Application (VBA) programming language for Excel
- Basic skills of the Microsoft Office suite
- Microsoft Windows OS
- Use of Microsoft Power BI, Tableau, or similar dashboarding or visualization tool
- Knowledge of Microsoft BI tools such as Microsoft SQL Integrated Services SSIS and/or Microsoft Analytical Services (SSAS) would be a bonus

- Knowledge of Confluence, Jira, Request Tracker would be a bonus
- Knowledge of fundraising software such as Raisers Edge or similar Advancement CRMs would be an asset

Nature and Scope

- **Contacts:** The position will work collaboratively with team members, individual staff, and/or teams within the broader Office of Advancement (i.e. faculties, colleges, or departments). They will interact closely with department staff during requirements gathering, testing, or completing assignments. As needed, they will also work with individuals or teams outside the department, such as IST, to complete tasks or participate in various projects as assigned.
- **Level of Responsibility:** The position is responsible for a variety of completing assigned requests and developing reports, including requirements gathering, design, development, deployment, and training. The position is responsible for carrying out a variety of data-related requests and tasks including, data and/or database updates, list creation, cleanup activities, data analysis, and data-related requests in support of various Advancement teams. The position requires minimal supervision and is required to complete assigned requests, operational tasks, project tasks, and other technical computing support tasks as assigned. The position may lead or have a significant role in the execution of new projects. If they are a senior report developer, they are also expected to guide or mentor other report developers or coop students. The role is required to report issues or status to the Director, Systems, and expected to participate in team-oriented meetings and activities.
- **Decision-Making Authority:** The position is specialized and is expected to make independent decisions regarding the completion of data request tasks or assigned project-related work within their scope of expertise. Where appropriate, the position will consult and/or defer decisions to their direct manager or appropriate colleagues who will provide specific guidance to solve data requests or assist with report development.
- **Physical and Sensory Demands**: The incumbent will be exposed to extensive sitting and possible distractions in an open concept work area. They will need to be focused on attention to detail in many of their tasks.
- **Working Environment:** This role is situated in a comfortable office environment with some distractions due to the open concept nature of the office. Some travel to other buildings on campus may be required. The option to work remote\in-office on a hybrid schedule is also available.