

Job Description

Job Title:	Data Analyst
Department:	School of Accounting and Finance
Reports To:	Director
Jobs Reporting:	None
Salary Grade:	USG 8
Effective Date:	March 2023

Primary Purpose

The Data Analyst will advance the School's use of data to inform strategic, operational, and curriculum decision-making by School leadership. The Data Analyst is responsible for sourcing, understanding, consolidating, and analyzing student and other data about the School; for effectively communicating analyses and findings; and for making related recommendations to School leadership. The Data Analyst will maintain a robust understanding of data systems and of University and School policies and practices to be able to understand the needs of a variety of clients across the School and to independently design and develop effective data solutions.

Key Accountabilities

Data Acquisition and Management

- Operate within University policies and exercise best practices for privacy and confidentiality, and records and information management. Advise internal stakeholders on best practices for data and records management.
- Understand the available data, systems, dictionaries, and distribution channels from multiple information systems across the University and involving multiple domains.
- Create and maintain documentation as needed.
- Design, document, build, and modify appropriate data acquisition channels.
- Implement data cleaning processes to ensure data quality standards and to identify data anomalies and discrepancies. Contact appropriate institutional data stewards for resolution of issues when necessary.
- Automate data collection, analysis, and distribution for cyclical tasks.
- Ensure solutions for data transformation remain optimal by maintaining awareness of changes and anticipated changes in institutional data sources.

Data Analysis and Reporting

- Work with varied clients to identify, clarify, and fully understand their questions or problems to provide effective data answers and solutions.
- Develop and apply deep understanding of University and School policies, procedures, requirements, and regulations to solution design and analysis.
- Analyze data acquired from multiple platforms to gain insights.
- Apply descriptive and inferential statistics to understand trends, patterns, and dependencies with respect to a variety of strategic, operational, and curriculum issues.
- Develop reliable forecasting, predictive, and "what-if" models to inform and support planning, evaluation, and budgeting processes.
- Prioritize and respond to ad hoc and routine data inquiries.

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- Communicate findings, recommendations, and data through reports, presentations, and visual analytics.

Business Research Support

- Maintain awareness of databases and software commonly used for business research.
- Maintain a list of databases currently used within the School and assist faculty in their use.
- Assist faculty in identifying, acquiring, and troubleshooting databases in support of their research.
- Interact with database vendors and other external organizations involved in database provisioning and support.

Leadership, Relationships and Collaboration

- Maintain current knowledge of best practices across all domains of the role, in the post-secondary sector and beyond, to effectively advise School leadership.
- Research new tools, systems, and practices to recommend improvements across all domains of the role.
- Develop and nurture effective relationships with offices and individuals across the School and University involved in the development, provision, maintenance, and use of data systems and tools and in the interpretation and implementation of operational policies and guidelines.
- Understand the needs of each stakeholder group to assess and scope projects fully and to make recommendations on timelines and priorities for each.
- Train and support stakeholders with respect to the use of any data analysis tools or dashboards created for School projects.
- Communicate effectively with multiple, varied clients (senior leadership, School members, and staff) to understand needs, scope projects and project terms, update progress, and present findings.

Required Qualifications

Education

- Undergraduate degree in computer science, statistics, mathematics, data science, data analytics, or another related discipline is required. An equivalent combination of education and experience may be considered.
- Graduate degree in a related field would be an asset.

Experience

- 3+ years' experience in data management, data analytics, statistical analyses, and data visualization.
- Experience in post-secondary education sector an asset.

Knowledge/Skills/Abilities

- Highly proficient with MS Word and PowerPoint.
- Advanced proficiency with Excel, Power BI, and the Azure platform.
- Evaluate data integrity, merge, clean and transform data for analysis and presentation.
- Use R or Python (or other packages) to perform statistical analysis and visualization.
- Use Python or another scripting language/tool to automate tasks.
- Clearly communicate analytics results to a wide variety of audiences via several channels (orally, visually, written).
- Effectively integrate a variety of reporting formats and web-based systems.
- Scope and execute effective data solutions to initially ill-defined problems.

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- Work independently with limited supervision.
- Collaborate effectively with a variety of technical and non-technical colleagues across teams.
- Think strategically and make sound judgments.
- Manage confidential and sensitive issues with tact and diplomacy.
- Effectively manage stakeholders needs and priorities.
- Knowledge of postsecondary education data domains or student data systems would be an asset.

Nature and Scope

- **Contacts:** Communicates regularly with multiple data project stakeholders and clients in the School to understand their needs, scope work, seek clarification, problem-solve, provide updates, and test results. Connects with data analytics teams across the University to exchange and collect information. Establishes effective relationships with RO, IAP, IST, SSO and other offices across the University involved in the development, provision, maintenance, and use of data systems.
- **Level of Responsibility:** Responsible for a School-wide function with specialized work and minimal supervision; provides guidance to others; no direct reports. Requirement for high accuracy and exceptional quality of work as the outcomes have direct impact on decision making of senior leaders.
- **Decision-Making Authority:** Makes independent decisions regarding data sourcing and analysis. Prioritizes multiple projects and sets timelines to ensure project goals are met as required. Develops and provides recommendations to School leadership.
- **Physical and Sensory Demands:** Minimal demands typical of an administrative position within an office environment.
- **Working Environment:** Office working environment with frequent need to give close attention to various stimuli such as written and verbal information. The work is varied and priorities must be juggled to ensure all projects are completed successfully. There are deadline pressures, while at the same time there is a demand for thoroughness and accuracy.