

**FLORIDA STATE COLLEGE AT JACKSONVILLE
JOB DESCRIPTION, 2023**

DATA ANALYST

FLSA STATUS: EXEMPT- PAY GRADE: 20-P

JOB FAMILY: STUDENT SERVICES - JOB FUNCTION: STUDENT SERVICES

GENERAL STATEMENT OF JOB

The Data Analyst, under the supervision of the specific department director, collects, analyzes, and produces reports of student data related to program requirements (grant compliance, State compliance, and College policies.) and program improvement. The Data Analyst designs, implements, and maintains system applications to obtain and analyze data focused on enrollment, retention, assessment, and transition. The Data Analyst works directly with students, faculty, and staff to gather and explain program data (attendance records, test score reports, and student survey results) and to recommend program improvements based on the data.

CHARACTERISTIC DUTIES AND RESPONSIBILITIES

Works closely with faculty to design surveys directly implemented with students to assess education and career pathway goals. Implements student assessments/testing & assists with student attendance tracking to retain and transition students to postsecondary and/or workforce certificate programs.

Meets with students, faculty, and staff to determine data needs; provides guidance to fulfill request specifications and ensures satisfaction with requested reports; assigns department personnel to complete requests.

Evaluates feasibility of obtaining appropriate data from PeopleSoft and other existing systems and identifies the best data to use. Checks extracted data for quality, accuracy, and appropriateness of use. Produces, displays, and presents reports, dashboards, and analytic data sets to support students, faculty, and staff.

Interprets data and communicates results (attendance records, test score reports, and student survey results) to department leadership, faculty, and staff to improve efficiency and productivity.

Develops, implements, and reviews technical business processes to support efficient program operations; creates training documents; and monitors processes and recommends enhancements to better the efficiency and service of the department.

Coordinates activities and processes between Institutional Reporting, Information Technology, Student Records, and Assessment to ensure compliance with federal, state, and college regulations.

Troubleshoots issues identified internally and/or reported by stakeholders; gathers information, identifies causes of problems, and takes appropriate action to resolve issues for a variety of software and business processes.

Participates in strategic meetings for the department, identifies and attends relevant conferences, user groups/networks, and professional development opportunities to develop and expand the institutional knowledge base for departmental topics.

Using expert-level knowledge and ability assesses, evaluates, and implements functionality of technologies supporting departmental needs and connected to the PeopleSoft system. Coordinates the automation of processes, data management, integration of data elements, running and building reports.

Performs other related duties, as required.

SUPERVISION RECEIVED

Supervision is received from the department director.

SUPERVISION EXERCISED

Supervision may be exercised over assigned staff.

MINIMUM QUALIFICATIONS

Bachelor's degree from a regionally accredited college or university, supplemented by two (2) years of related and highly technical expertise and analysis.

PREFERRED QUALIFICATIONS

Bachelor's degree from a regionally accredited college or university, supplemented by three (3) years of related experience with PeopleSoft or other similar ERP technologies, preferably in higher education and related technology experience.

MINIMUM QUALIFICATIONS OR STANDARDS REQUIRED TO PERFORM ESSENTIAL JOB FUNCTIONS

Physical Requirements: Must be physically able to operate a variety of machines and equipment including computer, office equipment, telephone, etc. Physical demands are essentially those of sedentary work. Tasks may require extended periods of time at a keyboard or workstation.

Data Conception: Requires the ability to compare and/or judge the readily observable, functional, structural or compositional characteristics (whether similar to or divergent from obvious standards) of documentation, files, accounts, and equipment. Interpersonal

Communication: Requires the ability to speak and/or signal people to convey or exchange information. Includes issuing and receiving assignments, instructions, and/or directions.

Language Ability: Requires ability to read standard English, as well as basic technical data, policy and procedure manuals, codes, etc. Requires the ability to prepare forms and reports using prescribed formats. Requires the ability to communicate with a broad array of individuals from various professional backgrounds.

Intelligence: Requires the ability to apply principles of logical thinking to define problems, collect data, establish facts and draw valid conclusions; to interpret a variety of instructions or inquiries furnished in written and/or oral form; to acquire knowledge of topics related to occupation.

Verbal Aptitude: Requires the ability to record and deliver information, to explain procedures, and to follow oral/written instructions. Must be able to communicate effectively with co-workers, the public, and students.

Numerical Aptitude: Must be able to add, subtract, multiply and divide; calculate decimals and percentages.

Form/Spatial Aptitude: Requires the ability to inspect items for proper length, width and shape, and visually read various information.

Motor Coordination: Requires the ability to coordinate hands and eyes accurately in operating modern office equipment and machinery.

Manual Dexterity: Must have minimal levels of eye/hand/foot coordination.

Color Discrimination: May not require the ability to differentiate between colors and shades of color.

Interpersonal Temperament: Requires the ability to deal with people beyond receiving instructions. Must be adaptable to performing under moderate levels of stress, imposed by frequent deadlines, peak workloads, or public/student contact.

Physical Communication: Requires the ability to talk and hear: (talking: expressing or exchanging ideas by means of spoken words; hearing: perceiving nature of sounds by ear).

Environmental Requirements: Tasks are regularly performed without exposure to adverse environmental conditions (e.g., dirt, cold, rain, fumes).

Effective: 12/8/23