

**FLORIDA STATE COLLEGE AT JACKSONVILLE
JOB DESCRIPTION, 2024**

INSTITUTIONAL RESEARCH (IR) ANALYST

FLSA STATUS: EXEMPT PAY GRADE: 20-P

**JOB FAMILY: ORGANIZATIONAL PLANNING
JOB FUNCTION: INSTITUTIONAL ADVANCEMENT**

GENERAL STATEMENT OF JOB

The Institutional Research (IR) Analyst assists in the planning and organizing of the functions of Institutional Research (State and Federal Reporting, Student Analytics, and Workforce Analytics). The IR Analyst assists in the development of internal and external reports, dashboards, and analytic data sets. Uses functional knowledge to work with Information Technology (IT) team members to execute system functionality and programming. Assists with planning, implementation, and management of new features, interfaces, conversions, troubleshooting, end-user training, and process improvement analysis. Maintains expertise in PeopleSoft and other relational database systems used.

CHARACTERISTIC DUTIES AND RESPONSIBILITIES

Writes PeopleSoft (QM) or SQL Server scripts to access data from multiple relational databases; extracts large flat file data sets from PeopleSoft; sets up regular processes to pull regular, periodic data sets for reports and ad hoc report requests. Works collaboratively with programmer(s) to develop, maintain, and refine data error checking, validation, and integrity-checking processes.

Reviews data requests and assigns department personnel to complete requests. Evaluates feasibility of obtaining appropriate data from PeopleSoft and other existing systems; identifies the best data to use.

Coordinates and oversees specialized short and long-term research projects. Conducts data audits to ensure data accuracy in all research projects and reports. Supports other departments by extracting and summarizing data for specific departmental use. Checks extracted data for quality, accuracy, and appropriateness of use.

Coordinates query management for the College. Works with data requestors to evaluate the need for the query request. Builds logic for new queries and tests/validates queries against intended function and specifications. Assists in query publishing and maintenance.

Applies broad/substantial software application knowledge related to data acquisition, formatting, manipulation, organization, cleansing, maintenance, and reporting. Demonstrates high-level of knowledge and skill related to MS Excel including the use of analytics add-ins, Power Query, Pivot Tables, etc.

Performs in an integrated work environment. Understands interconnectivity of workflow processing within PeopleSoft. Tests new releases/PUM updates.

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

Provides college-wide institutional reporting to maintain and provide reporting data to support students, staff, and faculty.

Performs other related duties, as required.

SUPERVISION RECEIVED

Supervision is received from the assigned administrator.

SUPERVISION EXERCISED

Supervision may be exercised over assigned staff.

MINIMUM QUALIFICATIONS

Bachelor's degree from a regionally accredited college or university supplemented by five (5) years of related experience **OR** Master's degree from a regionally accredited college or university, supplemented by two (2) years of related experience in information technology or institutional research. Two (2) years of experience in workforce analytics or comparable data analysis, writing queries, developing reports, and producing visualizations.

PREFERRED QUALIFICATIONS

Bachelor's degree from a regionally accredited college or university in Information Technology, Computer Sciences, or related field supplemented by seven (7) years of related experience in information technology or institutional research. Experience using Oracle Cloud Analytics; experience managing software implantation projects; PL/SQL and T-SQL; and PeopleSoft and other relational database systems. Project Management certification. Familiarity with Florida Department of Education and U.S. Department of Education reporting requirements; analyzing large, complex data sets; and relational database management systems.

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: 11/7/23

Revised: 8/28/24