

CLASSIFICATION SPECIFICATION

Research and Analytics Resource Specialist

FT/PT Class Code: 3114, 3614 Pay Grade: B/C 19 FLSA: Exempt Est. 01/02/18

SUMMARY STATEMENT: The incumbent serves as the subject matter expert in Oracle and SQL database administration working on problems of diverse scope and complexity in researching, collecting, interpreting, analyzing, and reporting a variety of data for administrative decision-making, institutional effectiveness and improvement purposes, and compliance with higher education laws, policies, accreditation standards, and regulations. The incumbent serves as a resource and provides technical supervision and training for Office of Research and Analytics staff.

NATURE AND SCOPE:

An incumbent reports to the director of research and analytics. An incumbent will analyze qualitative and quantitative data using standard statistical methods and software. The scope of work is broad and requires strong technical and analytical skills to produce reports for a wide range of purposes including to inform selection and evaluation of student success initiatives, enrollment management, strategic planning, academic program review, accreditation, financial aid processes, and federal and state reporting. This position is differentiated from the institutional research analyst and data manager positions by the scope and complexity of job responsibilities and the level of technical skill and analysis required.

PRINCIPAL ACCOUNTABILITIES:

An incumbent may perform any combination of the below listed accountabilities:

1. Serves as the Office of Research and Analytics subject matter expert to guide institutional research analysts and data managers in framing research questions and determining the scope of analysis. Recommends and implements methodology for collecting, interpreting, analyzing, and reporting on College data.
2. Serves as the subject matter expert in Oracle and SQL database administration working on problems of diverse scope and complexity. Develops and maintains data warehouse(s) for College data. Determines methods and procedures for database administration, including designing back-ups, recovery, archiving, etc.
3. Writes queries and creates and maintains databases to support various reporting needs such as: federal and state reporting; grants; graduate employment reports; trended reports on applications, enrollment, retention, and completion; etc. Prepares charts, tables, and graphs of data for use in reports and studies. Generates written summaries of findings for the director of research and analytics.
4. Analyzes trends in enrollment, retention, and graduation rates to support institutional planning and policy decisions.
5. Provides staff training and technical assistance on developing SQL scripts to extract relevant data for reporting and various research projects.

PRINCIPAL ACCOUNTABILITIES, cont'd:

6. Maintains the security and confidentiality of any proprietary or sensitive information or data in any medium regarding Delaware Tech or its students, faculty, or staff. Accessing or disclosing such information or data must be deemed necessary for the performance of one's job responsibilities and must be authorized by the employee's supervisor.
7. Develops standard operating procedures for all assigned areas.
8. Performs other related duties as required.

KNOWLEDGE, SKILLS, AND ABILITIES:

- ◇ Knowledge of Oracle databases and tools.
- ◇ Knowledge of and skill in applying the concepts, methods, and techniques of systems analysis including information needs analysis, requirements analysis, and design alternative analysis.
- ◇ Knowledge of federal and state reporting requirements related to higher education institutional research.
- ◇ Advanced knowledge of relational databases.
- ◇ Advanced knowledge of spreadsheet and word processing software.
- ◇ Knowledge of general principles of statistics, management, and administrative methods.
- ◇ Knowledge of statistics software such as R, SAS, or SPSS.
- ◇ Knowledge of reporting writing techniques and skill in producing accurate and user-friendly data reports.
- ◇ Knowledge of College policies and procedures.
- ◇ Ability to think creatively and develop creative solutions to information management systems.
- ◇ Ability to gather, interpret, and analyze data concerning a variety of issues and trends.
- ◇ Ability to write SQL scripts to pull information from databases.
- ◇ Ability to work independently to determine methods and procedures on new assignments.
- ◇ Ability to document operational policies and procedures.
- ◇ Ability to assist other employees in technical and procedural activities.
- ◇ Ability to communicate effectively and relate to a diverse population.

MINIMUM QUALIFICATIONS:

- ◇ Bachelor's degree in a relevant field and four (4) years of relevant experience; or equivalent combination of education and experience.