

# JOB DESCRIPTION



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**Position Title:** Senior Research Analyst/Programmer

**Department:** Institutional Research

**Employment Category:** Administrative Staff

**Primary Location:** Downtown Center

**FLSA Classification:** Exempt

**Remote Work Eligible:** 40%-60% (2-3 days per week)  
after initial onboarding period

**Parameters:** Full-time; 12 months/year

**Pay Grade:** AS15

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**Position Summary:** The Senior Research Analyst/Programmer is responsible for supporting evidence-based decision making through the timely completion of Institutional Research projects and workflow, preparing reports, retrieving and analyzing data from institutional databases, and providing official statistics and related functions for college leadership, academic support units, state and federal agencies, and other stakeholders; maintains a calendar of regular data reports, responds to ad hoc requests for data and information, and creates standard reports from a variety of sources.

**Essential Functions:** As defined under the Americans with Disabilities Act, may include any of the following tasks, knowledge, skills, and other characteristics. This list is ILLUSTRATIVE ONLY, and is not a comprehensive listing of all functions and tasks performed by incumbents of this class.

**Duties and Responsibilities:** Within the scope of college policies and procedures, this position:

Plans and conducts institutional and departmental research projects related to operational excellence

Interacts with and develops professional relationships with divisions staff, and project teams.

Develops, maintains, and updates queries and reports to fulfill recurring data needs for internal and external reporting requirements

Conducts data analyses and prepares required internal, local, state, and federal reports in a timely, accurate manner using college databases, software, and other resources

Produces tables, graphs, dashboards, and narrative analyses of data to easily display and summarize college data such as student tracking, enrollments, full-time student equivalency (FTSE), progress and success measures, post-college employment, and others as needed

Develops standardized data practices and performs periodic review of written procedures and updates as necessary to maintain a current, complete reference manual, including the maintenance of an institutional research calendar to ensure that cyclical project timelines are met

Prepares and presents oral and written presentations of data findings to support end users as needed

Performs periodic review of written procedures and updates as necessary to maintain a current, complete reference manual, including the maintenance of an institutional research calendar to ensure that cyclical project timelines are met

Participates in professional development activities, in campus meetings, and serves on committees as required

Serves as a mentor for department staff, supporting skill development and acquisition

Performs other related duties as assigned

**General Expectations:** Employees are expected to accomplish assigned duties in an efficient, effective and

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competent manner and to strive for improvement and excellence in all work performed. Additionally, employees must understand the comprehensive role of the community college and cooperate and work harmoniously with students, faculty and staff, and the public. Employees will follow all college policies, rules, regulations and guidelines as they relate to this position.

## **Education and Experience Requirements:**

Bachelor's degree in social sciences, statistics, mathematics, management information systems, or computer science or other area of related study from an accredited institution of higher learning recognized by the US Department of Education

Three years related experience, preferably in a higher education setting

*An equivalent combination of education and/or experience from which comparable knowledge, skills and abilities have been achieved may be considered.*

## **Knowledge, Skills and Abilities:**

High level of proficiency with Microsoft Excel and Access

Knowledge of or ability to learn, follow, and enforce college policies and procedures

Ability and experience in gathering, cleaning, analyzing, and interpreting qualitative and quantitative data sets.

Ability in statistical analysis software (such as R)

Skilled with survey software (such as Qualtrics)

Skilled with data visualization software (such as Tableau)

Abilities in database development/administration

Skilled with Microsoft Office Suite of tools (e.g., Excel, PowerPoint, Word)

Skilled with SQL and PL/SQL

Skilled in analytical problem solving

Experience with ERP application systems used in higher education preferred

Ability to assure the integrity of data, including data extraction, storage, manipulation, processing, and analysis

Ability to develop dashboards and connect databases to the web using tools such as Tableau

Ability to work under pressure with frequent interruptions

Ability to work independently, prioritize, follow multiple projects and tasks through to completion, with close attention to detail while contributing to team environment

Ability to maintain strict confidentiality related to sensitive information

Demonstrated ability to communicate effectively, verbally and in writing, and to relate to others in a professional, helpful manner

Ability to analyze problems, identify solutions, and take appropriate actions to resolve problems using independent judgment and decision-making processes

Ability to operate in a dynamic work environment and changing project requirements

**Work Environment:** Work is primarily performed under general supervision. Incumbent generally performs work in a typical office setting with appropriate climate controls.

**Physical Requirements:** Essential functions of this position require: lifting, manual dexterity, ability to communicate.

Sedentary Work: Exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body; involves sitting majority of time; walking and standing are required only occasionally and all other sedentary criteria are met

Mental Application: Utilizes memory for details, verbal instructions, emotional stability, critical thinking, adaptability and creative problem-solving skills are important

**Reports to:** Executive Director of Institutional Research

**Disclaimer:** The above statements describe the general nature, level, and type of work performed by the incumbent(s) assigned to this classification. They are not intended to be an exhaustive list of all responsibilities, demands, and skills required of personnel so classified. Job descriptions are not intended to and do not imply or create any employment, compensation, or contract rights to any person or persons. Management reserves the right to add, delete, or modify any and/or all provisions of this description at any time as needed without notice. This job description supersedes earlier versions.