



Job Description

Job Title: Analytic and Data Specialist II	Division/Department: Information Technology
Reports to: Andy Marks	Title: Director of Administrative Systems

Position Type: <input checked="" type="checkbox"/> Full-time <input type="checkbox"/> Part-time <input type="checkbox"/> Student Worker	FLSA Status: <input checked="" type="checkbox"/> Exempt <input type="checkbox"/> Non-Exempt	Hours worked Per Week: 40 hours or more when needed
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POSITION SUMMARY: The Analytic and Data Specialist II serves as a major part of the business intelligence (BI) team, responsible for maintaining the Microsoft SQL based data warehouse and Information Builders enterprise BI environment. The primary area of focus is to work alongside the rest of the BI team to produce quality BI visualizations, reports, dashboards, info apps, drill downs, and more. These BI components will be designed to save man hours, provide faster time to insight, and inform and educate decision-makers at MACU to better lead the university. The Analytic and Data Specialist II will meet with internal and external constituents to determine BI needs and use the MACU BI system (Information Builders) to generate these reports.

Operations and Project Responsibilities:

- Assist the DBA in administration of Jenzabar and all database systems especially as it relates to data warehousing information from all systems using industry standard extract, transition and load (ETL) methodology.
- SQL Database Administration.
- A large portion of time spent will be creating SQL-based data based on conversations with various constituents. These reports will be produced using Information Builders and InfoMaker software.
- Administer the enterprise data dictionary, oversee data integrity initiatives, and produce relevant documentation and training materials.
- Create and maintain system and database scripts.
- Monitor and tune system and database performance.
- Assist in the administration and maintenance of the reporting servers and BI platform.
- Be on call during non-office hours and emergencies to respond to the critical needs of the University.
- Maintain, respect and protect the confidentiality of information held within or transferred across the University's computer and communication resources in any format.
- Respond to requests to address auditor recommendations and comply with set standards and goals.
- Participate as an active member of project teams related to modifications of Jenzabar, ensuring good documentation and adherence to technical design standards/architecture.
- Test and Install SQL and Jenzabar patches and new releases, following change-control management and vendor-recommended best practices and procedures; supervise all changes (both vendor and in-house) to the production environment.
- Work with DBA to ensure SQL databases/Jenzabar security, system backup, and disaster recovery of all electronically created University information.

People Responsibilities:

- Serve as a proactive advocate for the appropriate use of the database and BI technologies.
- Keep abreast of new technology developments and make recommendations regarding opportunities for implementation.
- Utilize the SQL and BI tools to create packages, functions, views, reporting objects, business views, stored procedures, SQL server jobs, and processes to aid in reporting, query optimization, standardization, and database maintenance.
- Maintain technical competencies related to Information Builders and Jenzabar applications and other applications as necessary to fully support the University community.
- Be knowledgeable in the Windows operating system and with the client/server environment.

The Analytic and Data Specialist II will assist the DBA to keep the database managed to peak performance, monitor daily system performance, tune the database when necessary, and be assist in the responsibility of data warehousing strategies and implementation.



The Analytic and Data Specialist II will assist the DBA to manage patches and upgrades to the Windows Operating System, SQL database, Information Builders and the Jenzabar Student Information System. Patch and upgrade management may require the Analytic and Data Specialist II to work outside the normal workweek schedule.

In many cases, it will be necessary for the Analytic and Data Specialist II to work with different IT technologies to resolve issues including batch programs and Web services (IIS) on multiple servers.

The Analytic and Data Specialist II will collaborate with other IT team members to troubleshoot various areas of the operating system, databases and BI environment. The Analytic and Data Specialist II will also act as a technical consultant and trainer when necessary. The ability to communicate verbally and in writing is essential to the job function.

Analytic and Data Specialist II duties will also require assisting in the maintenance of the various security grants and roles for the SQL database structure and within the Information Builders as well as the Jenzabar Contact Information System security construct.

The Analytic and Data Specialist II will create university SQL-based reports using Information Builders and InfoMaker software. The Analytic and Data Specialist II must have the ability to work well with others and understand various business functions to create the reports requested.

The Analytic and Data Specialist II will provide University training for the Jenzabar software and be one of the employees responsible for Jenzabar upgrades and troubleshooting.

All other related duties as assigned.

QUALIFICATIONS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Working familiarity with data warehousing and business intelligence concepts, techniques, tools; experience with Jenzabar preferred
- Ability to meet with individuals and analyze user/department reporting needs
- Ability to produce high level reports with styling
- Debugging, optimization tuning, and troubleshooting skills
- Knowledge of security, system backup, and disaster recovery techniques and best practices
- Familiarity with the academic and business processes of higher education and the interrelationships between departments, data, and systems
- Excellent communication skills, both verbal and written
- Able to work both independently and collaboratively, and thrive in a dynamic and demanding environment
- Proven ability to manage multiple complex assignments with sensitivity to deadlines, priorities, and changing circumstances
- Demonstrated professional work ethic and positive, problem-solving attitude

Candidate must have strong programming skills; strong communication and organization skills. Information Builders administration and visualization experience, Jenzabar administration and Higher Education experience is preferred. Other combinations of education and experience may be considered.

EDUCATION and/or EXPERIENCE:

BS degree in Computer Science, Information Technology, Data Science, or Business Intelligence (preferred); however, consideration will be given to those with prior experience and a desire to obtain a degree while at MACU.

SQL experience required.

A minimum of one year of SQL related experience. Related experience can include: SQL DBA experience, IIS web services, proficient with SQL Server 2008 R2 or later or proficient with Information Builders.