RESEARCH ANALYST

DEFINITION

Under general direction Research Analyst performs a variety of technical and analytical duties related to the research, analysis, interpretation, and reporting of data in support of institutional effectiveness, research, accreditation, planning, grant, and continuous improvement activities; performs data extraction and analysis utilizing a variety of internal/external data sources and analytical methods, ensuring the appropriateness of sources/methods, and the integrity and relevance of the data sets prepared and reported; prepares and audits a variety of statistical and compliance reports for federal, state, and District use; provides input into the District's strategic planning processes; and performs related duties, as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the Executive Dean.

CLASS CHARACTERISTICS

This classification performs full range of duties as assigned, working independently, and exercising judgment and initiative. Positions at this level receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit.

EXAMPLES OF TYPICAL JOB FUNCTIONS

Management reserves the right to make reasonable accommodations so that qualified employees with verified medical conditions can perform the essential functions of the job.

➢ Conducts a variety of research, collection, analysis, interpretation, and reporting of data and statistics in support of institutional effectiveness, research, accreditation, planning, grant, and continuous improvement activities.
➢ Plans, develops, and implements techniques to optimize the efficiency and effectiveness of data collection, research, and reporting activities.
➢ Prepares a variety of narrative and statistical records, reports, and files related to research projects, data analysis, and findings; designs and produces related charts, tables, and graphs.
➢ Designs data elements and creates and runs queries to retrieve data utilizing query languages such as SQL.
➢ Responds to and evaluates *ad hoc* and cyclical requests for data, statistical analysis, research projects, and studies; maintains project schedules and timelines; recommends strategies to complete assignments; analyzes and compares a variety of data solutions; and prepares preliminary reports of findings.
➢ Designs and conducts educational research in order to improve institutional learning and student support services; designs, develops, implements, and evaluates surveys.
➢ Assists District and management staff with strategic planning including the Educational Master Plan (EMP) and Strategic Enrollment Management (SEM) through data analysis and evaluation.
➢ Assists with the management and maintenance of data within the District's internal platform.
➢ Attends meetings and collaborates with various departments/divisions to stay abreast of reporting needs and compliance requirements.
➢ Communicates with staff, faculty, administrators, and various outside agencies to exchange information and resolve issues or concerns.

- Prepares and delivers presentations concerning research project data, findings, and related reports.
- Learns and applies emerging technologies and, as necessary, to perform duties in an efficient, organized, and timely manner.
- Works productively and cooperatively with others by demonstrating respect, patience and equitable treatment of all internal and external customers.
- Observes and complies with District and mandated safety rules, regulations, and protocols.
- Performs related duties as assigned.

QUALIFICATIONS

Knowledge of:

- Methods and techniques of conducting research, statistical analyses, and report preparation.
- Sources of information related to a broad range of District programs, services, and administration.
- Theories, principles, and methods of research project design, methodology, and qualitative and quantitative analyses.
- Principles and practices of technology systems and specialized applications used in educational research.
- District organizational structure and operations.
- Database principles as they relate to the input, extraction and utilization of data.
- Mathematical principles and statistical techniques.
- Applicable federal, state, and local laws, regulations, ordinances, policies, and procedures relevant to assigned areas of responsibility.
- District and mandated safety rule, regulations, and protocols.
- Principles and procedures of record keeping, document processing, and filing systems.
- Techniques of providing a high level of customer service by effectively interacting with students, staff, faculty, representatives of outside organizations, and members of the public, including individuals of diverse academic, socio-economic, ethnic, religious and cultural backgrounds, physical ability, and sexual orientation.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

Ability to:

- Plan and conduct effective research studies applying appropriate and effective methodology, design, and data analysis techniques.
- Apply a variety of techniques of data extraction and modification techniques and procedures to ensure data integrity and relevance.
- Analyze, interpret, summarize, and present administrative and technical information and data in an effective manner.
- Use mathematical functions and principles and perform complex arithmetic calculations accurately.
- Interpret, apply, explain, and ensure compliance with applicable federal, state, and local policies, procedures, laws, and regulations.
- Compose clear and concise correspondence and reports.
- Handle sensitive and confidential information.
- Establish and maintain a variety of filing, record-keeping, and tracking systems.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.

➢ Effectively use computer systems, software applications, and modern business equipment to perform a variety of work tasks.
➢ Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
➢ Demonstrate sensitivity to, and understanding of, the diverse academic, socio-economic, ethnic, religious, and cultural backgrounds of community college students.
➢ Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:
Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Education:
➢ Equivalent to a bachelor's degree from an accredited college or university with major coursework in statistics, psychology, sociology, or a related field.

Experience:
➢ Three (3) years of increasingly responsible experience involving institutional research, data analysis, and reporting.

Licenses and Certifications:

➢ None.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 10 pounds.

ENVIRONMENTAL CONDITIONS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.