SENIOR RESEARCH ANALYST

DEFINITION

Under general direction, coordinates and performs a variety of complex technical and analytical duties related to the research, analysis, interpretation, and reporting of data in support of institutional effectiveness, research, accreditation, planning, grant development, and continuous improvement activities influencing District strategic planning and decision-making processes; develops, summarizes, audits, and maintains reports, records, and files, ensuring the integrity and relevance of data, and report compliance; coordinates and responds to various ad hoc and cyclical data requests; and performs related duties, as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the Executive Dean. Exercises no supervision over staff.

CLASS CHARACTERISTICS

This is the advanced-level classification in the Research Analyst series responsible for performing the most complex work assigned to the series. Incumbents regularly work on tasks which are varied and complex, requiring considerable discretion and independent judgment. Positions in the classification rely on experience and judgment to perform data analyses and reporting. Assignments are given with general guidelines and incumbents are responsible for establishing objectives, timelines, and methods to complete assignments. Work is typically reviewed upon completion for soundness, appropriateness, and conformity to policy and requirements.

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.

➢ Plans, prioritizes, coordinates, and 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, influencing District strategic planning and decision-making activities.

➢ Responds to and prioritizes ad hoc and cyclical requests for data, statistical analysis, research projects, and studies; develops, implements, and maintains project schedules and timelines; designs strategies to complete assignments; analyzes and compares a variety of data solutions; and makes recommendations to the Executive Dean.

➢ Designs and conducts advanced institutional research projects and activities to support external and internal accountability mandates in areas such as instructional and service performance, program review, enrollment management, matriculation, and outcome assessment.

➢ Prepares a variety of narrative and statistical records, reports, and files related to institutional planning, research projects, data analysis, findings, conclusions, and decision-making; designs and produces related charts, tables, and graphs.

➢ Plans, develops, and implements techniques to optimize the efficiency and effectiveness of data collection, research, and reporting activities.

➢ Provides technical support, assistance, and training to staff, faculty, administrators, and others concerning institutional effectiveness and research projects and activities.

➢ Manages the input and coding of a variety of data and information into an assigned district data

warehouse; creates complex queries and reports, data extraction, and manipulation in a variety of formats; generates links to the data and produces a variety of computerized data, records, and reports for use in projects, studies, and analyses; manages user access, and provides user training as necessary.
➢ Investigates and diagnoses evolving data issues and produces effective solutions and recommendations for improvement; develops validation protocols and applies strategies to ensure data integrity.
➢ Develops, maintains, organizes, and utilizes extensive data files and databases using various computer platforms and software.
➢ Communicates with staff, faculty, administrators, and various outside agencies to exchange information and resolve issues or concerns.
➢ Serves as a resource to faculty and staff committees requiring research assistance for projects, program review, grants, and other related research projects.
➢ Attends meetings and collaborates with various departments/divisions to stay abreast of reporting needs and compliance requirements.
➢ 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.
➢ May provide work direction to lower-level staff on a project basis.
➢ Performs related duties as assigned.

QUALIFICATIONS

Knowledge of:

➢ Applied research methodology including research and evaluation designs, research practices and statistical analyses relevant to the community college environment.
➢ Theories, principles, and methods of research project design, methodology, qualitative and quantitative analyses and longitudinal and program evaluation studies.
➢ Principles of database structures and management, computer programming, and systems development.
➢ Principles and practices of technology systems and specialized applications used in educational research.
➢ Sources of information related to a broad range of District programs, services, and administration.
➢ Record management principles and procedures.
➢ Mathematical principles and statistical techniques.
➢ Uses and outputs of data.
➢ District organizational structure and operations.
➢ 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.
➢ 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, prioritize, coordinate, lead, and conduct effective research studies applying appropriate and effective design, methodology, and data analysis techniques.
- Perform advanced duties in support of institutional research programs, projects, and activities.
- Apply a variety of techniques of data extraction and modify 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.
- Evaluate and develop improvements in operations, procedures, policies, or methods.
- Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
- 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:
- Four (4) years of increasingly responsible experience involving institutional research, data analysis, and reporting, preferably in an institution of higher learning.

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.