



## Job Description Data Analyst

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<i>Reports To:</i>	Director of Information Systems (IS)	<i>Approved By:</i>	Eloisa Perard, Chief Administrative Officer
<i>FLSA Status:</i>	Non-Exempt / Grade 20	<i>Approved Date:</i>	August 2018

### **SUMMARY:**

The Data Analyst (DA) is primarily responsible for extracting and analyzing relevant data from existing systems, designing reports and delivering thoughtful, clear and concise presentations on the results of analysis to management and / or boards of directors to advance or improve productivity, efficiency, quality and clinical outcomes and achieve organizational goals. The DA conducts life cycle data generation and outlines critical information for internal stakeholders. The DA analyzes business procedures and recommends specific types of data that can be used to improve upon them. The DA possesses exemplary interpersonal skills and broad knowledge of methods for synthesizing data into information consumable by management and staff, demonstrating proficiency in business processes. This person is responsible for creating, implementing, and maintaining data to support quality improvement projects and initiatives, quality of care goals, and patient management programs. The DA works independently on complex analytical projects and collaboratively with various managers and executives.

### **ESSENTIAL JOB DUTIES AND RESPONSIBILITIES:**

1. Supports and implements the organization's vision, mission and values.
2. Determines priorities and method of completing daily workload to ensure that all responsibilities are carried out in a timely manner.
3. Performs all job functions in a professional and courteous manner. This includes answering all general phone calls timely and providing excellent customer service to internal and external customers.
4. Participates in business analysis activities to gather reporting requirements. Translates business requirements into specifications that will be used to implement the required reports and dashboards created from multiple data sources.
5. Designs reports and includes tools that can help others understand data, such as dashboards, charts, and graphs.
6. Surveys systems, databases, data repositories, and departmental workflows for data collection and designs solutions to improve efficiency in data gathering and accuracy at the entry point. Identifies practices and/or protocols to ensure validity of data (i.e. relevance, accuracy, usability, etc.).
7. Assists with data audits in various environments to maximize the value of data reporting systems; provides recommendation(s) for changes or upgrades of data reporting systems as needed.
8. Studies the data repositories for clinical, operational, financial and performance data, for continuous improvement of reporting and enhanced relevance of data points across multiple systems. Works towards data integration where possible while ensuring data integrity across multiple programs, services, and sites.
9. Identifies potential or actual discrepancies in data reporting systems, and then works to solve inaccuracies and/or reconcile data.

10. Maps relationships between databases and reporting systems. Illustrates data relationships across multiple databases, with the ability to understand and explain relationships to users of the information.
11. Determines priorities and method of completing daily workload to ensure responsibilities are carried out timely.
12. Develops standardized client surveys, matrices, and dashboards that accelerate management access to data reporting.
13. Meets with key management and staff, practicing good interpersonal skills to clarify, extract and define data needs for decision-making.
14. Facilitates improved understanding of data systems for laypersons to enhance use of data in everyday work with an aim at increasing quality standards, productivity and efficiency.
15. Presents data sets in a manner that is user-friendly and facilitates learning/understanding at various levels (i.e. line staff, supervisors, executive and Boards of Directors).
16. Manipulates and reports data from various sources; interprets meaning of data and provides accurate analysis; and maintains working knowledge of assigned systems through formal vendor training and self-guided instruction.
17. Interprets the needs of the user to build ad hoc and custom reports; establishes reporting systems for regular periodic reports.
18. Assists clients in expressing and defining data requirements; draws “rough” data reports and works with clients to further define data sets to best meet the clients’ needs.
19. Presents data reporting both formally and informally at department or management meetings. Manages questions / answers on data reporting and utilizes feedback to further develop data systems and reporting parameters.
20. Ensures proper configuration management and change controls are implemented for production reports.
21. Conducts all reporting and data mining in compliance with privacy, confidentiality and proprietary regulations and policies.
22. Performs 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 ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

### **EDUCATION/EXPERIENCE:**

- Bachelor’s degree in information technology or credential in health information technology, preferred and/or four years of experience using enterprise class data reporting, informatics, and decision support tools for management and operational reporting, required.
- Experience with databases, reporting software, data extraction and data presentation tools required.
- Experience with Microsoft Office suite required and EPIC EMR system or MAS 200, preferred.
- Experience in the health care field preferred.
- Working knowledge of data security and privacy laws preferred (e.g. HIPAA).
- Familiarity with EHR and other clinical systems preferred.

### **LANGUAGE SKILLS:**

Ability to read and interpret documents, such as policies and procedures, benefits information, benefit surveys, board minutes, routine mail, simple contracts, and procedure manuals. Ability to compose routine reports and correspondence. Ability to speak effectively with employees, visitors and management.

### **MATHEMATICAL SKILLS:**

Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, and the ability to apply concepts of basic algebra and geometry.

### **REASONING ABILITY:**

Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations. Ability to apply common sense to daily situations that arise. Ability to make decisions and execute timely to produce positive outcomes.

### **OTHER SKILLS AND ABILITIES:**

1. Demonstrates ability and flexibility to work in other areas of the organization as needed.
2. Adheres to company's policies and procedures.
3. Demonstrates required knowledge, skills, education for job functions.
4. Understands group dynamics and can manage diverse groups from various backgrounds and disciplines to deliver outcomes and achieve project objectives.
5. Maintains and promotes a safe work environment.
6. Demonstrates excellent communication skills, both oral and written.
7. Demonstrates proficiency in computer applications such as Microsoft Excel, Power Point, Word and Outlook.
8. Displays positive outlook on the job and promotes professional behavior always.
9. Organizes and prioritizes work with minimum supervision.
10. Manages time efficiently and follows through on duties to completion.
11. Demonstrates required knowledge, skills, education for job functions.
12. Listens and communicates effectively with management and staff to ensure data requirements are adequately defined.
13. Demonstrates knowledge of databases, data extraction, and database management tools.
14. Demonstrates knowledge of reporting software and informatics and business intelligence tools.
15. Demonstrates the ability to present data in an actionable format.
16. Collaborates effectively and works well in a team environment.
17. Demonstrates analytical, decision making and problem-solving skills.
18. Demonstrates effective customer service skills.
19. Possesses basic knowledge of computer networking.

### **PHYSICAL DEMANDS:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to use hands to finger, handle or feel and reach with hands and arms. The employee frequently is required to stand, walk, and sit. The employee is occasionally required to climb or balance, stoop, kneel, crouch or sit. The employee must frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 30 pounds. The employee is occasionally required to ascend and descend one flight of stairs. Specific vision abilities required by the job include close vision, color vision, and ability to adjust focus.

**WORK ENVIRONMENT:**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is often low. However, there are many times when there is a high ambient background noise of phones and multiple conversations. Must be able to screen out the background noise to concentrate on the work at hand.

**I have read and understand the above job description.**

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Employee Name (Please print)

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Date

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Employee Signature