

Data Support Analyst

Position Summary

This position will support the Federation's business operations staff by providing support for database related activities for the Federation's systems. This includes troubleshooting and resolving data issues, writing query scripts, producing custom reports, and helping staff and customer's better leverage the Federation's data to make decisions. This role will also serve as a communications liaison between the business customers, the technology development and support groups, and vendors by creating tickets and documenting/managing issues and requests within the Federation's ticketing system.

Essential Functions

- Provide support for all aspects of the Federation's data, which includes troubleshooting issues where the data is causing issues with business process and/or system operation; developing scripts to update, insert, or delete records to maintain data integrity and/or solve issues. Automate when necessary and manage automations.
- Prepare reports and write queries to support the information needs of staff and customers. As necessary, assist these stakeholders in the analysis of the data.
- Manage the export and import of data to/from Federation systems. Work with stakeholders to automate these processes where possible and maintain existing automations.
- Develop and maintain database documentation/knowledge base and provide training to staff on reporting and data query tools. Liaise with business units on new requirements/issues.
- Assist with hardware, software, and AV support in addition to custom meeting room configurations for in office meetings. Provide hardware, software and local network support using Federation equipment for offsite meetings. Participate in a rotating on-call schedule to respond to meeting issues outside of regular business hours.
- Assist with end-user support and coordinate with managed service provider to ensure the team meets user needs and service level agreements.

Education and Experience

- Bachelor's degree or Associate's degree or technical diploma in conjunction with CompTIA A+ and/or CompTIA Network+ Certifications.
- One to three years of related experience.

Required Knowledge, Skills and Abilities

Demonstrate the following skills, knowledge and abilities

- Strong Multitasking skills
- Excellent customer support skills

- Ability to adapt to shifting priorities and heavy workloads
- Knowledge of ETL (extraction, transformation, & loading) concepts and practices
- Knowledge of and ability to apply relational database theory
- Knowledge of the Systems Development Life Cycle
- Understanding of the Analytical skills used in data mining
- Ability to establish and maintain effective working relationships
- Excellent partnering, communication, and negotiation skills so as to understand business customer needs, and communicate effectively with technology development groups and vendors
- Separates problems into components, recognizes underlying patterns and processes
- Ability to focus on details and identify subtle discrepancies
- Familiarity with Microsoft Office Suite of products.

Demonstrated Mastery of the following concepts:

- Client Server Model
- Database theory; entity relationships, database normalization, transactional SQL, and ability to apply theory to practical applications
- Data mining; interpreting and creating meaningful reports from raw data
- Strong knowledge of SQL, ability to write complex queries

Familiarity with the following technologies:

- MSSQL Server Database Administration and Programming
- HTML / DHTML / XML/ JavaScript/ CSHTML/ DotNetNuke
- Active Directory
- File Transfer/SFTP
- IT Service Management