



Achieving the Dream™

## Data Analyst – West Coast Office Job Description

### Job Overview

The data analyst works with the director of research in the west coast office. This position primarily supports data, reporting, and program improvement activities for the Gateway to College Initiative of Achieving the Dream. This position works closely with program staff at the Gateway to College programs located at community colleges across the country to support their data submissions and use of these data for program improvement.

### Duties and Responsibilities

#### **Gateway to College Program Data Collection and Reporting (65%)**

- Maintain, modify, and support data collection systems using Access, SQL, Excel and new tools as acquired.
- Monitor and report progress of data submission activities across the Gateway to College programs.
- Train program staff in support of data collection and database usage through on-line training modules, group training webinars and individualized technical assistance.
- Coordinate data submission and ensure data quality to support program evaluation.
- Support Survey administration in Qualtrics and build new surveys and reports as needed.
- Work with national program staff to develop meaningful analyses for stakeholder and client reporting.
- Collaborate with the research and student success teams to create meaningful monitoring metrics for evaluation and program improvement.
- Share relevant research around student success with the research and student success teams.

#### **Training and Relationship Management (25%)**

- Train program staff in support of data collection and database usage through on-line training modules, group training webinars and individualized technical assistance.
- Communicate complex results to lay and research audiences for program improvement, stakeholder engagement, and to support programs in improving their outcomes.
- Coach college staff in use of available reports for program improvement.

#### **Other Duties (10%)**

- Support the Research team with other duties as required to meet the team's goals around data collection and reporting.
- Support additional research projects as needed including recruitment, literature reviews, and developing protocols for data collection and analysis.
- Other duties as assigned.

## Skills/Qualifications/Experience

- Bachelor's degree in Social Science, Education, Human Development, Public Administration, Computer Science, Information Sciences, or other research-oriented fields; master's degree helpful
- Three years related experience; experience in K-12 or college data systems preferred
- Proficiency in SQL, Access, and Excel; experience maintaining a SQL database
- Working knowledge of MS Office 365, Qualtrics
- Proficiency with Tableau or other Business Intelligence software preferred
- Experience with technical assistance or customer service
- Ability to build systems for recurrent reporting
- Ability to prioritize, multi-task, and manage multiple projects
- Ability to collaborate and also to work independently
- Ability to maintain confidentiality protocols

## Competencies

**Collaboration:** Acts as a team player who is responsive to others' priorities, processes and roles. Seeks assistance and input from colleagues to move the work forward.

**Disciplined Execution:** Models use of data to inform decision-making. Manages work processes effectively and efficiently against expectations.

**Effective Communication:** Actively listens. Develops tailored messages that respond to the different priorities and needs of the audience.

## Position Details

Position Type:	Full-Time, Exempt
Salary Grade:	4
Reports to:	Director of Research
Work Location:	Portland Office
Travel:	Minimal

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