



POSITION DESCRIPTION

Data Analyst

January 2010

Overview:

The Data Analyst (DA) reports to the Director Performance Accountability of the NSHRF. This is a master data analyst role with the primary in-house responsibility for data analysis. The DA must have seasoned data analysis skills to deftly and accurately compile data and information by understanding and working backward from clients' broad business needs. The DA's work ranges from the running of existing, standardized queries and reports (from internal data bases and web-based applications) to the development of new queries and reports - which involves finding new sources of data and information, electronically mining/extracting the information, and creating new/ad hoc multi-dimensional reports, without guiding formats or precedents. The DA also develops survey questionnaires, analyzes the data (using statistical and qualitative techniques), and reports on the findings. The information gathered through these processes will be used for annual reports, strategic planning, business improvement, policy development, and for communicating the value of health research to a variety of audiences (e.g the NSHRF Board of Directors, government, universities, and other individuals and organizations). The DA works with the Database and Systems Coordinator (DSC) in a mutually dependent relationship where both are accountable for data quality and sharing information to ensure both the day-to-day and evolving continuous-quality-improvement business needs of the NSHRF are met. The DSC is primarily responsible for the NSHRF data input function (designing the NSHRF databases and format of the data to be stored) while the DA is primarily responsible for the data output function (where the data is analyzed and used for a variety of reporting mechanisms to internal and external stakeholders). The DA provides back-up coverage for the DSC as required.

Detailed information on the key job requirements is found under the "Critical Accountabilities" section.

Professional Skills:

The position requires an individual with mastery of data extraction/analysis techniques (using databases, internet searches and software applications, data mining, extraction, manipulation, analysis, interpretation, summarizing, packaging, reporting), and expert user of Access, Excel, SPSS (or SASS), Oracle Discoverer (or similar web publishing tool or software) to create queries and reports. The position also requires advanced understanding of Microsoft Windows and Office Suite (2007 or updated versions as they are released) software including Email, Word, Excel, and Power Point. In addition the DA must be proficient with: on-line survey software (e.g. SurveySelect, Survey Monkey); working with enterprise based hardware, software and networks (traditional and converged) in physical and virtual environments; in statistical analysis (descriptive

statistics, inferential statistics); graphics creation; report-writing; and data cataloging or data dictionary tools. Experience with customized web-based applications (e.g. electronic grants management system (EGMS)) is also required. The DA must be able to identify issues, analyze options, problem solve, and interpret statistics and historical data in response to inquiries and for policy-related work.

Personal Attributes

This position requires an individual with excellent client service skills, who can work independently and as a team player, and who is able to work on multiple projects with competing deadlines. It also requires attention to detail and the ability to understand others' information needs. The individual is expected to maintain confidentiality and deal with sensitive information and difficult situations with tact and diplomacy. The individual must be courteous and interact positively with end-users, researchers, staff, managers, vendors and members of the general public. The position requires a self-starter who is proactive and involves other team members to seek solutions. Normal office conditions with limited travel is required.

STATEMENT OF QUALIFICATIONS DATABASE ANALYST

BASIC REQUIREMENTS

EDUCATION: University degree with concentration in Finance, Accounting, Information Technology, Applied Statistics, Mathematics, or Data Analysis **or** a Diploma in the same areas of concentration, **or** an acceptable equivalent.

EXPERIENCE: Several years experience in an information technology field including advanced experience in Microsoft Access and data mining from web-based applications (electronic grants management preferred), computerized data bases and related analytical tools. Proven ability to assist end-users with problems related to the operation of computerized information systems, preferably in a health care or health research or research administration field.

SKILLS: See “Professional Skills”

LANGUAGE: English

RATED REQUIREMENTS

KNOWLEDGE:

- K1 Extensive knowledge of Microsoft Access, Excel and Word
- K2 Through understanding of web-based applications
- K3 Extensive knowledge of client service principles
- K4 Good knowledge of the state of health research in the Province and across Canada
- K5 Good knowledge of the political process for decision-making
- K6 Good knowledge of NSHRF funding programs and competition
- K7 Good knowledge of the NSHRF its aims and objectives

ABILITY:

- A1 To work effectively independently
- A2 To effectively communicate orally and in writing
- A3 To manage information effectively
- A4 To effectively plan
- A5 To effectively manage time
- A6 To successfully work under pressure while meeting multiple deadlines
- A7 To effectively coordinate and facilitate meetings
- A8 To make effective presentations
- A9 To identify IT-related process improvements
- A10 To build effective working relationships

PERSONAL SUITABILITY

- PS1 Effective interpersonal relationships
- PS2 Dependability
- PS3 Reliability
- PS4 Flexibility and adaptability
- PS5 Tact
- PS6 Good judgment
- PS7 Conscientiousness
- PS8 Honesty
- PS9 Integrity
- PS10 Leadership

CRITICAL ACCOUNTABILITIES

Database Analyst

- maintain data quality of databases (Access, Excel, electronic grants management)
- query, extract and manipulate existing databases (Access, Excel, Survey Select or web-based information)
- create standardized ongoing and new/ad hoc query/extract requests
- use data and software to create reports (i.e. Excel, electronic grants management data)
- analyze and interpret raw data and create/interpret data reports
- client service – analyze performance/other data and respond to data requests from internal and external stakeholders
- collect information from various sources for use in NSHRF performance reporting
- maintain data dictionary for Access
- create and maintain data dictionary for electronic grants management

Performance Analyst

- obtain information for the various NSHRF performance mechanisms (i.e. annual reports, monitoring reports for the Board, Annual Business Plans, ad hoc presentations and briefing reports for internal and external stakeholders etc).
- download performance related data from web sites to create reports
- data extraction, data analysis related to health research and impact of health research
- client service – analyze performance data and respond to data/information requests from internal and external stakeholders

Survey Analyst

- develop survey questionnaires
- review existing survey questionnaires to ensure consistency
- analyze web-based survey data (currently using SurveySelect) and create summary reports from survey data

Statistical Analysis

- compile statistical information
- use descriptive and inferential statistics in analysis of data

- analyze data for NSHRF Board reports, Annual Reports, and other performance related reports

Database/Common CV/ Electronic Grants Management System Assistant

- work with and/or fill as required in for the Database and Systems Coordinator to provide backup support including client service to stakeholders related to database, common CV, electronic grants management system

Client Service:

- timely response to data requests from internal and external stakeholders
- assist end-users with problems related to the operation of computerized information systems
- review researchers', students' and other applicants' reports and financial information for reporting to internal and external stakeholders

Other Activities:

- prepare briefing reports and presentations
- provide advice to senior management regarding performance of organization, health research in the province and nationally, etc.
- other duties as assigned

Core Competencies for Data Analyst		
Competency	Skills	
Communicating	C.1 Communicates Orally C.2 Handles large volumes of phone calls C.3 Answers Questions C.4 Listens to Others C.5 Communicates in Writing C.6 Provides and Receives Constructive Feedback C.7 Writes Reports C.8 Delivers Presentations	C.9 Translates Technical Material C.10 Provides Leadership by Fostering Open Communication C.11 Establishes Dialogue with Community Stakeholders C.12 Advocates Policies
Delivering Service	S.1 Focuses on Stakeholder S.2 Knows NSHRF Services S.3 Works Effectively S.4 Handles Difficult Situations S.5 Uses Good Judgment S.6 Uses Voice Mail Effectively	S.7 Identifies Trends in Stakeholder Needs S.8 Coordinates Service Delivery S.10 Provides Advice S.13 Manages Continuous Improvement
Thinking and Decision Making	D.1 Organizes Work D.2 Acquires New Information D.3 Follows Policy D.4 Works with Numbers D.5 Handles Data Effectively D.6 Researches Information D.7 Thinks Critically	D.8 Thinks Strategically D.9 Analyzes Complex Problems D.10 Interprets Policies and Develops Procedures D.11 Participates in Developing Policies D.12 Analyzes Organizational Behavior
Working With People	P.1 Builds Relationships with Colleagues P.2 Shares Information P.3 Works in a Team Environment P.4 Cultivates Networks and Works Laterally P.5 Negotiates and Resolves Conflicts	P.6 Influences Others P.7 Facilitates Group Process P.8 Leads Projects P.10 Coaches Staff P.13 Uses participative processes
Changing and Learning	L.1 Continues to Learn L.2 Adapts to Change	L.3 Generates Creative Ideas L.4 Encourages Innovation L.5 Implements Change
Self-management	M.1 Respects Others M.2 Demonstrates Self-esteem M.3 Takes Personal Responsibility	M.4 Demonstrates Honesty and Integrity M.5 Handles Stress M.6 Demonstrates Empathy

Contact Information:

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