

SYSTEMS SUPPORT ANALYST

Department: Office of Institutional Research

Posting Number: 2018126

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Open Date: 11/20/2017

Pay: \$4,000+ monthly, commensurate with experience

GENERAL DESCRIPTION

The Office of Institutional Research is seeking a qualified candidate to support Texas State University's data analytics and data management efforts. This position is responsible for supporting institutional decision-making through data management, collection, extraction, and integration.

DUTIES AND RESPONSIBILITIES

- Develop and evaluate business and reporting requirements; including conducting user interviews, documenting use cases, and ensuring data requirements for reporting and visualization needs are met.
- Actively participate in the Texas State University data governance program by assisting with the development of data standard, data governance policies and procedures, metadata, and data definitions.
- Produce well-organized reports using appropriate designs and statistical techniques.
- Perform data quality assessment and assist with data cleansing efforts.
- Integrate data from internal and external database systems into a central data repository.
- Work with others to evaluate and modify existing student information system packages and scripts (both baseline and custom).
- Test software/database enhancements, upgrades, and new releases.
- Assist with project management and process documentation.
- Perform other duties as assigned.

SYSTEMS SUPPORT ANALYST

KNOWLEDGE, SKILLS, AND ABILITIES

Required:

- Expertise in relational database architecture, query language, and data warehousing.
- Familiarity with data management and governance.
- Experience with process documentation.
- Working knowledge of data quality assessment and data cleansing.
- Strong analytical and problem solving skills with the ability to support data and reporting.
- Ability to research new technologies and recommend technical solutions to management.
- Troubleshoot software issues as well as support others in problem resolution.
- Strong interpersonal and communications skills, with the ability to work collaboratively with team members and effectively support users in a professional manner.
- Strong organizational skills, with the ability to manage multiple and competing tasks.

Preferred:

- Bachelor's degree in computer science, computer information systems, statistics, or mathematics.
- Experience with higher education student information systems (e.g. Banner).
- Demonstrated experience with data governance.
- Working knowledge of the Texas Higher Education Coordinating Board reporting requirements and the Texas Connection Consortium reporting packages.
- Familiarity with business intelligence tools (e.g. Tableau).
- Knowledge of basic and intermediate statistics.

EXPERIENCE AND EDUCATION

To qualify for this position, an individual must possess any combination of experience and education that would produce the required knowledge, skills, and abilities.