



JOB DESCRIPTION

Position: Data Analyst
Reports To: Information Technology Manager
FLSA Status: Non-Exempt
Last updated: 1/25/2021

Core Values: Ethics, Professionalism, Encouragement, Innovation

Position Summary:

This position is responsible for the overall success of information technology (IT) services supporting the Jefferson County Communications Center Authority (Jeffcom), its member and user agencies, and the citizenry served. Primary responsibilities revolve around analysis and development of data products contributing to the advancement of public safety. Other duties include providing technical and systems support for Jeffcom. The position requires prior experience working with large amounts of data to produce reports, facts, and figures for government organizations.

Supervision Received:

Works under the general supervision of the Information Technology Manager.

Supervision Exercised:

None.

Essential Duties, Functions and Responsibilities:

(The duties listed are intended only as illustrations of the various types of work that may be performed and are in no way construed or perceived to be exhaustive. The employee may also be required to perform additional functions and duties as assigned.)

- Extract, analyze, and present data within reports assisting in the determination of service levels, effectiveness of operational processes, and other needs within public safety.
- Develop and implement databases, data collection systems, analytics, and other strategies optimizing statistical efficiency and quality.
- Facilitate delivery of various data sets to stakeholders of Jeffcom.
- Identify, analyze, and interpret trends or patterns in complex data sets.
- Work within the organization and with partners to determine and prioritize information needs.
- Locate and define opportunities for process improvement.
- Maintain databases, data files, and their supporting systems as necessary.

- Assist in performing generalized technical support and troubleshooting of workstation hardware and software.
- Participate in an on-call schedule rotation providing after hours support as needed.
- Deliver training as needed.
- Must always maintain confidentiality for our citizens, emergency responders, and employees, including Protected Health Information (“PHI”) as defined under the Health Insurance Portability and Accountability Act of 1996 (HIPAA) in a sensitive, information-rich environment.
- Complete job-related trainings, certifications, and continuing education expand technical skills and knowledge as assigned and required.
- Work in a team environment, always promoting a positive, professional image of Jeffcom.
- Work cooperatively with vendors, emergency responders, members and user agencies and co-workers.
- Regular and predictable attendance is required, including the ability to work more than 40 hours in a work week, including evenings, holidays, and weekends, including being on-call as needed and promptly handling urgent calls for service regarding system problems and outages during off-duty hours.
- Remain calm and effective during emergencies, even during heavy workloads, exercise good judgment, prioritize emergent and non-emergent situations accurately, and obtain and act on information quickly and accurately.
- Perform multiple tasks simultaneously while remaining detail oriented.
- Excellent written and verbal communication skills.
- Critical thinking, creative problem solving, and resourcefulness a must.
- Demonstrate knowledge of Jeffcom’s rules, policies and procedures included in Jeffcom’s Personnel Rules, Policy Manual, and Standard Operating Procedures.
- Read, write, speak, and understand the English language at a level adequate to perform the duties of the position.
- Perform any additional duties as assigned.

Minimum Education, Experience, License and Certification Requirements:

- A bachelor’s degree in mathematics, statistics, or computer science is preferred.
- Commensurate years of experience and/or relevant certifications will be considered in lieu of a bachelor’s degree.
- Ability to obtain CCIC/NCIC certification within six (6) months of hire. This includes being able to pass a background check. Ability to remain drug and alcohol free; marijuana use is not allowed, even if medically prescribed.

- Possess and maintain a valid Colorado driver's license and acceptable driving record.

Required Knowledge, Skills and Abilities

- Ability to make presentations to public groups, local government representatives, management, and boards.
- Ability to perform multiple tasks simultaneously while remaining detail oriented.
- Ability to read, write, speak, and understand the English language at a level adequate to perform the duties of the position.
- Strong analytical skills with the ability to collect, organize, analyze, and disseminate significant amounts of information with attention to detail and accuracy.
- Technical expertise regarding data models, database design and development, and data mining techniques.
- Strong knowledge of and experience with reporting packages, databases (SQL), and programming (XML, scripting).
- Adept at queries, reporting writing and presenting findings.
- Experience in a Public Safety operations environment is preferred.

Physical Demands:

Lifting and Carrying:

Position requires ability to frequently lift/move objects of up to 10 pounds in weight, and occasionally lift/move objects of up to 25 pounds in weight.

Body Positions:

This position will involve sedentary, administrative work in an office environment. This position requires ability to sit for extended periods, and frequent pushing, pulling, pinching, gripping, reaching over head, reaching away from body, and repetitive motions. Standing, walking, kneeling, stooping, bending, lifting, and squatting also will be required as necessary to perform the duties of the position.

Vision and Hearing:

Use of sensory activities, such as talking, seeing, and hearing, will be required frequently. Position requires close vision and the ability to adjust focus.

Mental Requirements:

Information Retention:

Must be able to read, remember and use policies, procedures, criminal laws and ordinances that apply to the position.

Language Ability:

Must be able to speak English clearly and concisely to communicate with callers, emergency responders, and co-workers.

Reasoning:

Ability to apply common sense understanding to carry out instructions furnished in written or oral form and to solve problems with good judgment and decision-making skills.

Work Environment and General Information:

Work in a restricted access area, typical office environment with other staff speaking on phones and radios in communications center. Occasionally may have to work in server room or other equipment areas that are kept at lower temperatures for periods of time to repair, maintain or replace equipment. Contact with other public jurisdictions and members of private industry. Contact with employees in work unit and in other departments. Work under general supervision with supervisor available to resolve unusual or complex work problems.


ADA Compliance Statement:

The human resources goal of Jeffcom is to select and retain the best qualified applicant for each available job. An applicant's or employee's disability will not remove the application from consideration or current employee from his/her job if the applicant or employee is able to perform the essential functions of the job with or without reasonable accommodation unless such accommodation will result in undue hardship for Jeffcom or pose a safety risk to the applicant, employee, or others.

Jeffcom complies with the American with Disabilities Act. If you require special accommodation in order to apply for this position, please contact the Human Resources.

The job description does not constitute an employment agreement between the employer and the employee and is subject to change by the employer as the needs of the employer and requirements of the job change.


Executive Director 1-26-2021
Date


Human Resources 1/26/2021
Date

Employee Acknowledgment

I have read this job description (or had it read to me) and fully understand all my job duties and responsibilities. I am able to perform the duties and responsibilities as outlined, with or without reasonable accommodation. I understand that my job duties and responsibilities may change on a temporary or regular basis according to the needs of my location or department, and if so I will be required to perform such additional duties and responsibilities. If I have questions about job duties not specified on this description that I am asked to perform, I should discuss them with my immediate supervisor or the HR Manager.

Employee Signature

Print Name

Date