MIT Sloan Job Description

Job Title: Data Analyst 3	Position Title: Reporting and Data Analyst
Reports to: Director, Administration and Operations (A&O)	% Effort or Wkly Hrs: 100%, this position is a full-time, exempt role
Department: Office of External Relations (OER)	Grade: 8

Position Overview:

Recognizing that the foundation of a healthy and productive office is a strong culture, the Sloan School of Management-Office of External Relations (OER), fosters transparency, strong communication, and an inclusive culture of belonging. We embrace work life balance with flexibility, equity, and productivity being the key drivers in determining appropriate workplans for all of our team members. **Flexible and remote options may be considered for this role.**

Serving as a member of the Operations team, the Business Intelligence Analyst will employ a variety of complex analytical techniques, including data visualization, to present information, statistical analysis, tools and insights to support strategic decision-making for the OER. The individual in this role will serve as OER's technical lead on business intelligence and reporting projects to design, development, architect, configure and implement business intelligence solutions. Will work both independently and collaboratively with external offices to gather information, ensure data integrity, troubleshoot technical issues, train stakeholders on best practices related to data management, and identify tools and techniques to improve business practices.

Principal Duties and Responsibilities (Essential Functions**):

- **Data Analysis & Report Development (40%)**
  - Partner with the Director, A&O, to define and create OER's overall reporting and analytics strategy
  - Interact with OER staff members to understand and translate their reporting/data request requirements into deliverables
  - Identify areas of opportunity and create action plans and project scopes to address analytical and reporting needs
  - Develop custom reporting and interactive analytical tools that provide relevant and timely data to identify trends and metrics used to inform OER strategy and support OER business objectives
  - Deliver fundraising forecasts and activity recommendations though data mining and predictive modeling analyses
  - Craft visual reports to capture and communicate findings and/or to answer questions from OER leadership to be used as a basis for decision making
  - Generate ad hoc reports for OER units as well as external stakeholders
  - Develop and maintain a catalog of reports and associated codes used by OER
  - Document processes for automated and on-demand reports
  - Develop and implement effective practices to ensure data integrity, quality, and consistency
- **Improve Business Processes (25%)**

- o Understand the business needs of OER and translate them into functional business process requirements
- o Take initiative in putting ideas into practice and advising OER colleagues on how to improve business processes and make better use of existing tools and applications
- o Develop expertise in/serve as a subject matter expert for a variety of platforms and systems used within OER
- o Lead the identification and selection of new tools, techniques, and templates to ensure continuous business process improvements within OER
- • **Training and Special Projects (25%)**
  - o As the lead report developer and trainer within OER, develop staff capabilities by providing software and report writing training, as relevant, to OER colleagues
  - o Contribute to and/or lead data governance and data quality improvement initiatives including serving as OER's key liaison to Sloan Technology Services (STS) and technical staff within MIT's Resource Development (RD) and Alumni Association (AA) teams
  - o Lead or serve as a key contributor for a variety of technology- and data-related projects including OER's upcoming database/CRM conversion
  - o Other duties as required and assigned, including on-site staffing as assigned for MIT Sloan Alumni Reunion and select all-call events, meetings and retreats.
- • Other duties as assigned or required

Decision Making and Judgment

Regularly makes decisions, provides process and technology recommendations. Demonstrates initiative, sound judgment, tact, and discretion. Enforces administrative policies and procedures. Demonstrates a high degree of professionalism, diplomacy, poise, ethical sensitivity, discretion and commitment to confidentiality.

Supervision Received: Reports to the Director, OER Administration and Operations.

Supervision Exercised: None but will be responsible for managing various projects and collaborating across OER units. Serves as a mentor and coach to other staff.

Qualifications & Skills:

Required:

- • Bachelor's degree in a related field or equivalent work experience
- • Minimum 5 years of relevant work experience analyzing and modeling large complex data sets and creating reports and dashboards including data visualization and communication tools
- • At least 5 years of experience with data analysis, design and implementation, including experience working with end users to gather and interpret requirements
- • Significant experience with SQL and Tableau as well as with statistical programming languages and predictive analysis, techniques, tools and statistical methodology
- • Microsoft Office fluency, particularly Excel (using embedded macros)
- • Proven ability to quickly learn new software and navigate complex databases
- • Ability to take abstract questions and drill down through complex data and make a strong data-driven case when presenting findings and recommendations, while remaining receptive to feedback
- • Ability to synthesize, evaluate, and convey information in a clear and cohesive manner
- • Experience facilitating and delivering internal learning solutions/developing in-house training programs
- • Experience administering projects, programs or processes

- Meticulous attention to detail and accuracy
- Excellent administrative, analytical, problem-solving, data interpretation, time-management, organizational, interpersonal, and oral and written communication skills
- Discretion with highly confidential information
- Ability to approach tasks with an eye toward improved efficiency and commitment to quality, manage multiple projects/priorities, and meet changing deadlines despite frequent interruptions in a service-oriented environment
- Self-motivation; and ability to work both independently and cooperatively within a team
- Interest in fundraising and alumni relations

Preferred:

- Master's Degree
- Experience with Advance, Salesforce, or similar CRM; background in higher education advancement services

Competencies: Contribute; Collaborate; Engage; Exercising Integrity and Credibility; Communicating with Influence; Focusing on the Customer; Fostering and Inclusive Community; Implementing Proactively and Decisively.

** To comply with regulations by the American with Disabilities Act (ADA), the principal duties in job descriptions must be essential to the job. To identify essential functions, focus on the purpose and the result of the duties rather than the manner in which they are performed. The following definition applies: a job function is essential if removal of that function would fundamentally change the job.