
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%
Department: Office of External Relations (OER)	

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.

The Reporting and Data Analyst will employ a variety of analytical techniques, including data visualization, to provide information, analysis, tools and insights to support strategic decision-making for the Office of External Relations. 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 Writing (40%)**
 - Develop reporting and analytical tools that provide relevant and timely data to identify trends and metrics that help to support OER business objectives
 - Generate regular and ad hoc reports for OER units as well as external stakeholders
 - Develop and maintain a catalog of reports used by OER
 - Document processes for automated and on-demand reports
 - Interact with OER staff members to understand and translate their reporting/data request requirements
 - Implement effective practices to ensure data integrity, quality, and consistency
- **Improve Business Processes (25%)**
 - 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
 - Develop expertise in/serve as a subject matter expert for a variety of platforms used within OER
 - Lead the identification of new tools, techniques, and templates to ensure continuous business process improvements within OER
- **Training and Special Projects (25%)**
 - As the lead software trainer within OER, develop staff capabilities by providing software and report writing training, as relevant, to OER colleagues
 - Contribute to data governance and data quality improvement initiatives.
 - Lead or serve as a key contributor in a variety of technology- and data-related projects
 - Other duties as required and assigned.

Decision Making and Judgment (10%)

-
- Independent and collaborate work requires initiative, sound decision making, judgment, tact, and discretion.
 - Enforces administrative policies and procedures.
 - Demonstrates a high degree of professionalism, diplomacy, poise, ethical sensitivity, discretion and commitment to confidentiality.

Other duties as assigned and required.

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

Supervision Exercised: None but will be responsible for leading various projects and collaborating across OER units.

Qualifications & Skills:

Required:

- Bachelor's degree in a related field
- 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
- Significant experience with SQL and Tableau
- Microsoft Office fluency, particularly Excel (using embedded macros)
- Proven ability to 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
- 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.*