
MIT Sloan Job Description

Job Title: Data Analyst 4	Position Title: Senior Data Analyst & Reporting Specialist, OER
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 10

Position Overview:

The MIT Sloan School of Management's Office of External Relations (OER) prioritizes a transparent, communicative, and inclusive workplace culture. We emphasize work-life balance through flexible, equitable, and productive work plans. **Flexible and remote work options are available for this role.**

As part of the Operations team, this role supports strategic decision-making through data analysis and reporting, using tools like data visualization. The individual will lead business intelligence and reporting projects, ensuring data accuracy, improving processes, and providing technical solutions. This role involves close collaboration with stakeholders across OER and other MIT offices, contributing to continuous improvements in data management and business processes. Additionally, the individual will lead special projects, including CRM integration, data governance initiatives, and the improvement of data quality and integrity.

Key responsibilities include creating and maintaining effective and well-organized reports and dashboards, providing mentorship to staff within OER, and serving as a liaison with technical teams across Sloan Technology Services (STS) and MIT's Resource Development (RD) and Alumni Association (AA). The role also involves troubleshooting, training stakeholders on data best practices, and identifying tools to improve business operations. Occasional participation in on-site events for alumni and OER activities is also required.

Principal Duties and Responsibilities:

- **Data Analysis & Reporting (40%)**
 - **Develop Reporting Strategy:** Lead the creation and execution of OER's overall reporting and analytics strategy, aligning it with organizational objectives to provide meaningful insights.
 - **Analyze & Present Data:** Propose, design, and execute descriptive and predictive analyses using statistical techniques. Conduct data analysis, using tools such as data visualization, to identify key trends and metrics that inform OER strategies. Analyze data for completeness, troubleshoot data integrity issues, propose solutions and resolve operational data issues. Present findings clearly to both technical and non-technical stakeholders including leadership.
 - **Report Development:** Design and develop new reports and dashboards to meet the evolving needs of the OER team and external stakeholders. Modify and enhance existing reports as needed.

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- **Ad Hoc Reporting:** Handle ongoing and ad hoc data requests, ensuring accuracy and timeliness of reports to support business needs.
 - **Report Cataloging:** Maintain a comprehensive catalog of reports and their associated code, ensuring easy access and reusability.
 - **Data Integrity & Quality:** Develop and implement practices to ensure the integrity, accuracy, and consistency of data across OER reporting systems.
 - **Technical Development:** Use PL/SQL and other tools to design, code, and test scalable, reusable programs that support reporting and analytics needs.
 - **Mentorship & Collaboration:** Mentor team members on reporting best practices, and provide guidance on technical challenges. Foster a collaborative learning environment.
 - **Data Standards:** Establish and enforce standards for database development, including coding practices, data access protocols, and security measures.
- **Business Process Improvement (25%)**
 - **Understand Business Needs:** Collaborate closely with OER colleagues and leaders to understand their business /data and analysis requirements and translate them into efficient, functional business processes.
 - **Process Optimization:** Proactively suggest and implement improvements to existing processes, ensuring more effective use of current tools and systems.
 - **Subject Matter Expertise:** Become a key subject matter expert in the platforms and systems used within OER, offering guidance and training to ensure teams can maximize the benefits of available tools.
 - **Tool & Technique Selection:** Lead the evaluation and selection of new tools, techniques, and methodologies that enhance business processes and reporting capabilities across OER.
 - **Special Projects (25%)**
 - **Data Governance & Quality Initiatives:** Lead or contribute to data governance efforts and data quality improvement initiatives. Serve as the primary liaison to Sloan Technology Services (STS) and MIT's Resource Development (RD) and Alumni Association (AA) technical teams.
 - **CRM Integration:** Lead or assist with the transition to a new alumni and donor CRM system, ensuring smooth integration and data migration.
 - **Technology Projects:** Oversee or contribute to various technology-focused projects, such as database integrations or enhancing OER's data infrastructure.
 - **Event Participation:** Provide on-site support for key alumni events, MIT Sloan reunions, and other high-priority OER meetings or retreats. Offer technical support where needed.
 - **Other Role related duties as assigned or required (10%)**

Decision Making and Judgment:

- This role requires a proactive approach to problem-solving and the ability to work independently with minimal supervision. The individual will be expected to anticipate the needs of the organization and take initiative in identifying opportunities for process improvement and data-driven decision-making.
- Regular responsibilities include making informed decisions regarding data analysis, reporting strategies, and business process enhancements. The individual must be able to assess complex situations, propose actionable solutions, and implement them

efficiently. They will also be relied upon to offer technology recommendations, troubleshoot issues, and ensure that all work complies with OER's data integrity and security policies.

- Strong judgment is essential when dealing with confidential information and sensitive data. The role demands a high level of professionalism, discretion, and ethical sensitivity, particularly in enforcing OER's administrative policies and maintaining the confidentiality of donor and alumni data. The individual will be expected to act with diplomacy and poise in all interactions, whether working independently or as part of a team.

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. Serves as a mentor to other staff.

Qualifications & Skills:

Required:

- **Educational Background:** Bachelor's degree in a relevant field such as Data Science, Information Technology, Business, or a related area with research methods and statistical analysis required or equivalent professional experience.
- Minimum 7 years of experience conducting data analyses, including collecting, cleaning, analyzing, evaluating and synthesizing complex and large datasets from various sources and producing effective, well-organized reports required.
- Relevant programming experience.
- Knowledge of relevant current software technologies required.
- **Experience in Advancement Services:** A background in higher education, especially in advancement services, fundraising, or alumni relations. Experience administering projects, programs or processes.
- **Experience in Data Analysis & Reporting:** 5+ years of experience working with complex datasets, analyzing and interpreting data to produce actionable insights. Proven ability to create and modify reports and dashboards to support organizational decision-making.
- **Technical Skills with statistical programming languages including:**
 - **SQL Expertise:** Proficient in writing complex SQL queries and working with relational databases such as ORACLE.
 - **CRM Systems:** Familiarity with customer relationship management (CRM) systems, especially Salesforce or similar platforms, and involvement in CRM transitions or integrations.
 - **Business Intelligence Tools:** Experience using business intelligence tools to create data visualizations, automate reporting processes, and troubleshoot technical issues.
 - **Excel Mastery:** Strong skills in Microsoft Excel, including advanced functions like embedded macros for automating processes and enhancing efficiency.
- **Project Management & Stakeholder Collaboration:** Experience leading or contributing to cross-functional projects, managing multiple priorities, and ensuring effective communication with stakeholders. Ability to understand the needs of colleagues and translate them into technical solutions that improve business processes.
- **Analytical & Problem-Solving Abilities:** Demonstrated ability to take abstract problems or complex data questions and drill down into key details. Capable of proposing practical, data-driven solutions that align with business objectives while being receptive to feedback.

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- **Attention to Detail & Data Integrity:** A meticulous approach to data management, with a strong commitment to ensuring the accuracy and consistency of all reports and analyses. Able to enforce database development standards and practices that ensure data security and quality.
 - **Communication & Training Skills:** Excellent written and verbal communication skills, with the ability to convey technical concepts in a clear and approachable way. Experience developing in-house training programs and facilitating workshops to enhance staff capabilities in data management and reporting.
 - **Self-Motivation & Independence:** Ability to work independently and take the initiative, anticipating challenges, and identifying opportunities for process improvement. A proactive mindset with a track record of delivering solutions without requiring constant supervision.
 - **Professionalism & Confidentiality:** Strong sense of professionalism, discretion, and ethical sensitivity. Demonstrated experience handling confidential and sensitive information with care, particularly within a service-oriented environment.

Preferred: Master's degree preferred

- **Project Management Tools:** Experience using tools like Trello or similar project management platforms to track progress, assign tasks, and manage complex, multi-step initiatives.
- **Viva Goals & OKRs:** Familiarity with using tools like Viva Goals for tracking Objectives and Key Results (OKRs), and an understanding of OKR frameworks to support strategic goal setting and performance management.
- **Event & Direct Marketing Tools:** Understanding of other applications commonly used by advancement teams to manage events, direct marketing, and alumni engagement, such as event registration systems, email marketing platforms, and donor communication tools.

OER Competencies: Contribute; Collaborate; Engage; Manage; Lead

*** 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.*

