

POSITION DESCRIPTION

Data Analytics Team Lead

Reports to: Director of IT

Position Status: Exempt

Supervises: No

Effective Date: 10/18/2023

GENERAL SUMMARY

The Data Analytics Team Lead supports the IT Director in managing the Data Analytics team. The role fosters value creation from the data warehouse; this includes building a data foundation, standard processes, data-enabled strategies, and data and analytics governance. In turn, analytics enables clinical, quality, and business insight & outcomes. The role oversees and is part of analytics build, projects, and processes.

DUTIES AND RESPONSIBILITIES

- Fosters and communicates a data vision aligned with the organization's strategy with IT Director.
- Establishes an approach to data governance.
- Puts structures in place for effective management of data, including quality and access control.
- Responsible for aligning data policy and administration with relevant regulatory, legal, and ethical mandates.
- Promotes the use of data across the organization (Clinical, quality and business).
- Drives the development and deployment of data via the analytic platform.
- Manages the day-to-day of the Data Team and serves as a point of escalation for the team.
- Manages the team in the delivery of any data and analytics projects.
- Identifies and standardizes the use and governance of data and analytics to support the organization.
- Institutes a structured approach for enterprise data management.
- Identifies new kinds, types, and sources of data to drive the data landscape.
- Defines processes for the effective, integrated introduction of new data.
- Facilitates the evolution to self-service analytics and data preparation.
- Provides expertise in creating complex structure query language (SQL) statements for analytical data mining, visualization, or reporting.
- Provides expertise in data extraction, transformation, and loading (ETL).
- UI/UX design consistency across business analytics platforms.
- Monitors, reviews, and works toward resolving data issues and requests.
- Escalates to third-party support and manages vendor responses to resolution data platforms.
- Designs, creates, and maintains data outputs with input from stakeholders and end users.

- Ensures a provision of clear and thorough documentation of, but not restricted to, design, testing, and change control.
- Works with the Senior IT Business Analyst on data projects.
- Ensures the team follows Change Control Procedures.
- Ensures the team is appropriately trained in systems and their use.
- Identifies opportunities for standardization in team processes.
- Maintains policies and procedures and ensures documentation is performed by the team.
- Effectively communicates to the IT Director on team issues and concerns related to routine operations or issues related to the role and responsibilities of the post holder.
- Provides performance feedback to the IT Director for annual reviews.
- Interviews and provides recommendations on new hires for the Data Team to the IT Director.
- Ability to work both independently and in a team-oriented, collaborative environment.
- Ensures adherence to legal and company policies and procedures.
- Performs other duties as assigned by the IT Director.

JOB CONDITIONS

- Communicate effectively in English by phone, in writing, and in person.
- Efficiently use a computer keyboard, mouse, and operating systems.
- Able to demonstrate the use of appropriate software after training.
- Duties and responsibilities are performed in a business office, clinical dialysis unit, physician offices, other healthcare organizations, and other community settings. This position is not substantially exposed to adverse environmental conditions.
- Physical activities require the ability to stoop, kneel, crouch, crawl, reach, sit, walk, push, pull, lift, use fingers to manipulate items, grasp, talk, hear, and repetitive motions of the wrists, hands, and fingers.
- The physical requirements include the ability to lift/move objects weighing up to 20 pounds occasionally and lift/move objects weighing up to 10 pounds frequently.
- Visual acuity is required to read, inspect work, and work extensively with data on a PC.
- This position requires a valid Washington driver's license and the use of a personal vehicle for on-demand travel between clinics with mileage reimbursement.

PLANNING

Planning duties are based on established procedures and practices. The position is responsible for team day-to-day tasks; operations sequences; prioritizing assignments; and development of data outputs.

SUPERVISION AND COORDINATION

The position supervises employees. This position requires self-direction, strong organizational skills, critical thinking, and the ability to work both supervised and unsupervised.

EXTERNAL CONTACTS

Contacts with customer support, sales, and marketing representatives, and with consulting programmers. These contacts are required to support computer systems and other information-related activities.

DECISIONS

The position is responsible for decision-making at a team level. Typical decisions include new data outputs, determining how to handle unusual situations, troubleshooting, and correcting reported problems, evaluating requests, and ensuring procedures are upheld. This requires industry knowledge, supervisory skills, and proactive communication at all levels of the organization.

CUSTOMER SERVICE STANDARDS

Staff are responsible for demonstrating good customer service and professionalism.

1. **CONSIDERATION:** Greet customers promptly; show courtesy; recognize customer's needs; respect privacy.
2. **CONCERN:** Listen to customers; express appreciation, be non-judgmental; take responsibility.
3. **CONFIDENCE:** Show a positive attitude; take personal initiative; inform; educate and reassure; provide prompt follow-up.
4. **CONDUCT:** Hold appropriate conversations; maintain a professional appearance; establish teamwork; show professional competency.

EDUCATION AND EXPERIENCE

- Bachelor of Computer Science degree or related subjects or equivalent working experience.
- 2+ years lead in data space and leading team.
- Substantial Experience in delivering business intelligence/ analytics solutions and data warehousing.
- Experience in Oracle, MySQL, or MS SQL Database.
- Knowledge of relational databases, data repositories, or warehouses.
- Writing clear and efficient code, that confirms industry standard guidelines.
- Experience in complex SQL Queries.
- Skilled in data visualization.
- Healthcare IT experience is desirable but not essential. Therefore, the proven ability to work with nurses, physicians, and other clinical staff.
- Able to communicate effectively with non-technical staff and with members of interdisciplinary teams.
- Communicate effectively with both internal and external clients, including presentation and technical writing skills.
- Passion for user experience; customer-focused solid logic in decision making.
- Strong attention to detail with good written and verbal communication skills.
- Ability to apply critical thinking techniques to analyze problems, develop solutions, and build resource forecasts.
- Problem-solving skills.
- Ability to effectively prioritize and execute tasks in a high-pressure environment.
- Ability to work both independently and in a team-oriented, collaborative environment.

- Knowledge of HIPAA, HITECH, and healthcare business processes is a plus.

The above statements are intended to describe the general nature and level of work performed by people assigned to this classification. They are not to be considered as an exhaustive list of all job tasks performed by people so classified.

REVIEW AND APPROVAL

Wilhelm Pettersson

Director of IT

1/23/24

Date