



POSITION DESCRIPTION

IT Data Analytics Manager

Reports to: Senior Director of IT

Position Status: Exempt

Supervises: Data Analytics Team

Effective Date: 6/28/2024

GENERAL SUMMARY

The Data Analytics Manager supports the Senior Director of IT 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

1. Fosters and communicates a data vision aligned with the organization's strategy with Senior Director of IT.
2. Establishes an approach to data governance and aligns data policy and administration with relevant regulatory, legal, and ethical mandates
3. Develops effective structures for management of data, including quality and access control.
4. Promotes the use of data across the organization (Clinical, quality and business).
5. Drives the development and deployment of data via the analytic platform.
6. Manages the day-to-day of the Data Analytics Team and serves as a point of escalation for the team.
7. Leads the cross-department data power user group and ensure group delivers data in line with data strategy and governance
8. Manages the team in the delivery of any data and analytics projects.
9. Identifies and standardizes the use and governance of data and analytics to support the organization.
10. Institutes a structured approach for enterprise data management.
11. Identifies new kinds, types, and sources of data to drive the data landscape.
12. Defines processes for the effective, integrated introduction of new data.
13. Facilitates the evolution to self-service analytics and data preparation.
14. Provides expertise in creating complex structure query language (SQL) statements for analytical data mining, visualization, or reporting.
15. Provides expertise in data extraction, transformation, and loading (ETL).
16. Ensures UI/UX design consistency across business analytics platforms.
17. Monitors, reviews, and works toward resolving data issues and requests.
18. Escalates to third-party support and manages vendor responses to resolution data platforms.
19. Designs, creates, and maintains data outputs with input from stakeholders and end users.

20. Creates documentation of, but not restricted to, design, testing plans, data definitions and change control.
21. Partners with the IT Solutions Manager on data projects.
22. Ensures compliance with Change Control Procedures.
23. Supervises assigned staff; completes annual evaluations, addresses employee concerns; provides feedback and coaching to ensure successful outcomes.
24. Provides and coordinates training for team related to systems and their use.
25. Conducts interviews and provides hiring recommendations
26. Identifies opportunities for standardization in team processes.
27. Maintains policies and procedures and ensures documentation is performed by the team.
28. Communicates to the Senior Director of IT on team issues and concerns related to routine operations or issues related to the role and responsibilities.
29. Ensures adherence to legal and company policies and procedures.
30. Performs other duties as assigned by the Senior Director of IT.
31. Provides supervision of department daily operations in the absence of Senior IT Director.

EDUCATION AND EXPERIENCE

- Bachelor of Computer Science degree or related subjects or equivalent working experience.
- 2+ years lead in data space and leading team.
- Advanced Experience in delivering business intelligence/ analytics solutions and data warehousing.
- Experience in Oracle, MySQL, or MS SQL Database.
- Healthcare IT experience is desirable but not essential. Therefore, the proven ability to work with nurses, physicians, and other clinical staff.
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KNOWLEDGE, SKILLS AND ABILITIES

- Knowledge of HIPPA, HITECH, and healthcare business process preferred.
- Knowledge, experience and understanding of complex SQL queries.
- Knowledge of relational databases, data repositories, or warehouses.
- Skill in data visualization.
- Skill in effective problem solving.
- Skill in providing an elevated level of attention to detail.
- Ability to write clear and efficient code, which confirms industry standard guidelines.
- Ability to communicate effectively with non-technical staff and with members of interdisciplinary teams.
- Ability to work both independently and in a team-oriented, collaborative environment.
- Ability to effectively prioritize and execute tasks in a high-pressure environment
- Ability to apply critical thinking techniques to analyze problems, develop solutions, and build resource forecasts.
- Ability to demonstrate the use of appropriate software after training.
- Ability to interact with all levels of staff.
- Ability to multi-task and perform in a calm and business-like manner.

- Ability to communicate effectively in English both written and verbally to internal and external customers, including presentation and technical writing skills.
- Ability to demonstrate the use of appropriate software after training.
- Ability to prioritize and escalate requests
- Ability to work independently under own initiative.
- Ability to perform difficult analytical tasks with minimum supervision.
- Ability to interview, hire and support staff members.
- Ability to provide a high level of customer service to ensure a positive user experience; customer focused logic in decision making.
- Ability to promote and model the mission and vision of the organization.

JOB CONDITIONS

- Efficiently use a computer keyboard, mouse, and operating systems.
- 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.

OTHER REQUIREMENTS

This position requires a valid Washington driver's license.

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 includes cross-training to promote effective workload distribution, continuity of service, and support within the team. 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.

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

Senior Director of IT

Date