

DATA ANALYST

JOB DESCRIPTION

Classification Responsibilities: A Data Analyst is responsible for assisting departments and divisions with the development and use of data analysis and reporting solutions that provides actionable insights and informs managerial decision-making to address social, economic, and City management issues and to drive improvements to the City’s delivery of services. A Data Analyst creates, participates in, and ensures a successful data analytics practice that helps the City find trends; uncovers opportunities; predicts actions, triggers, or events; and makes decisions. The major activities include:

Data Analysis: Configures and uses data analytic methods, software, and tools to capture, process, organize, and analyze data from existing operational and financial source systems, field observations, interviews, and business processes to provide actionable insights and decision support to help inform management decisions and city policies; assists in creating tools to collect needed data as appropriate; conducts a variety of types of data analysis including descriptive (what happened) and diagnostic (why did it happen); assists Senior Data Analysts with predictive and prescriptive analysis methods depending on business need; and applies analytical, statistical, and/or other analytic methods that provide insights and improved understanding of business problems.

Data Discovery and Preparation: Uses a variety of software tools and methods to identify data sources, gather, collect and assess quality, clean, organize, prepare, and package data for analysis; uses ETL tools to source and extract data from operational systems and/or other sources, apply transformations as needed to prepare data to answer business questions or other analysis, load or move data as appropriate to other data repositories, datasets, online data portals, and reporting environments; and applies dimensions of data quality and other methods to analyze readiness of data assets to inform decisions, recommend data governance, and management processes to improve quality of city assets.

Data Visualization and Dashboards: Uses a variety of software and visualization tools to create, manage, and maintain data visualizations that assist management and City staff to understand data trends, monitor service delivery and performance, track key performance indicators, etc. Identify and support new process improvement and performance management opportunities as informed by data and understanding of City processes.

Culture of Data-Driven Decisions: Improves citywide data analysis capacity by assisting data users with projects, including identifying data sources, and helping choose and use appropriate techniques and software tools to answer questions; contributes to preparing presentations on data analysis projects and communicate results both externally and internally; and trains, coaches, and mentors City staff on topics related to data analysis and analytics.

Distinguishing Features: Work requires independent judgement and initiative in combining a broad scope of professional, organizational effectiveness, knowledge, and analytical judgement to assist with a variety of complex citywide issues. Incumbents are required to carry out assignments with general instruction and guidance, and to seek direction/information proactively. This position is expected to assess and promote data-driven practices that will improve City operations and outcomes for Mesa residents and visitors. A Data Analyst works with project teams and business clients to collect, clarify,

and translate business requirements into actionable projects. The Data Analyst is distinguished from the Senior Data Analyst in areas of responsibility related to the level of training, support, and information provided to department leadership and management for decision-making, as well as, in the types of analysis (descriptive/diagnostic versus predictive/prescriptive) performed and/or lead. Employees in this class must demonstrate analytical skills, requirements gathering, and quality assurance; and must exercise professional discretion while performing day-to-day activities independently within established guidelines and procedures. This class is supervised by the Chief Data Officer who reviews work through conferences, reports, and overall results achieved. Employees may progress to a Senior Data Analyst by non-competitive promotion upon meeting specific criteria-based promotion requirements of performance, training, and experience. This class performs related duties as required. This class is FLSA exempt-administrative.

QUALIFICATIONS

Employee Values: All employees of the City of Mesa are expected to uphold and exhibit the City's shared employee values of Knowledge, Respect, and Integrity.

Minimum Qualifications Required. Graduation from an accredited college or university with a Bachelor's Degree in Business Analytics, Data Analytics, Data Science, Public Administration, Organizational Development, Management Sciences, Engineering, Statistics, or a related field, OR graduation from an accredited college or university with a Bachelor's Degree and completion from an accredited certificate program in Business Analytics, Data Analytics, Data Science, or a related field. A minimum of three years full-time, professional work experience in a quantitative field with demonstrated expertise in statistical, analytical software (examples: SQL tools, Microsoft Excel, Power BI, Tableau, common statistics programs, etc.). Graduation from an accredited college or university with a Master's Degree in Business Analytics, Data Analytics, Data Science, Public Administration, Organizational Development, Management Sciences, Engineering, Statistics, or a related field will be considered qualifying experience for both work experience and Bachelor's Degree requirement.

Special Requirement. An individual must pass a background investigation through the City of Mesa Police Department (*by assignment*).

Substance Abuse Testing: None.

Preferred/Desirable Qualifications. Graduation from an accredited college or university with a Master's Degree in Business Analytics, Data Analytics, Data Science, Computer Science, or Statistics. Extensive (5+ years) professional work experience in a quantitative field with demonstrated expertise in statistical, analytical software (examples: SQL tools, Microsoft Excel, Power BI, Tableau, common statistics programs, etc.).

ESSENTIAL FUNCTIONS

Communication: Communicates orally and in writing to management, other City employees, external vendors, customers, and consultants to promote, establish, and align effective management systems and practices. Consults, organizes, and advises management on a broad range of data products, effective

management practices, and issues. Works closely with executive staff to facilitate holistic integration of innovative, data-based strategic solutions, and works with technical professionals to establish working relationships to help improve city operations.

Manual/Physical: Operates a variety of standard office equipment such as a personal computer (PC), projector, telephone, calculator, scanner, and printer. Uses a computer to write reports, letters, and enter information. Prepares visualizations, products, and presentations that describe analysis and can be used to inform decisions. Prepares and presents information for management review. Meets scheduling and attendance requirements.

Mental: Thinks analytically. Designs, plans, organizes, initiates, manages, recommends, coordinates, consults, and facilitates assigned projects. Identifies long-term management, process, and system deficiencies and needs. Conducts primary research and analyzes data (financial, written, and observed) to obtain evidence, confirm hypotheses, develop trends, detect abnormalities, ascertain practices, and identify implicit and explicit biases. May perform mathematical calculations, statistical computations, and financial and/or cost analysis.

Knowledge/Skills/Abilities:

Knowledge of:

data visualization design principles;
continuous improvement philosophy and Citywide applications;
change management to create a coalition, develop a strategy, communicate the vision, and anchor new approaches in the culture;
advanced statistical techniques;
principles and procedures of research, data collection, and report preparation; and
various analytical models (forecast, process improvement, optimization, labor planning, system utilization, what-if and scenario analysis, cause-effect, etc.).

Skill in:

programming in SQL, R, Python or related programming language, and statistical packages such as SPSS, SAS, or STATA;
extracting data from database systems such as SQL, Oracle, Access, etc.;
extracting and updating data using a variety of vendor and City provided API's;
integrating datasets from multiple systems;
reporting and data visualization tools such as Business Objects, Power BI Tableau, and Socrata;
effective stakeholder management and conflict resolution;
problem-solving;
strategic curiosity to explore data in creative ways; and
managing all aspects of small- to medium-sized projects, often managing multiple projects at the same time.

Ability to:

identify trends, patterns, and insights from data;
understand City government operations and lines of business;

write and speak clearly to easily communicate complex ideas in a way that is easy to understand;
prepare visualizations and presentations;
balance the demands of time;
change direction quickly based on data analysis;
exercise initiative and independent judgement to analyze data and draw conclusions that are meaningful;
and
prepare analysis and recommendations that are useful and actionable for management.

The duties listed above are intended only as general illustrations of the various types of work that may be performed. Specific statements of duties not included does not exclude them from the position if the work is similar, related, or a logical assignment to the position. Job descriptions are subject to change by the City as the needs of the City and requirements of the job change.

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JB/sb

CS5010.DOCX

EEO-Prof

JOB FCTN-ADM

Non-DOT Safety and Security-N

CDL-N

RESP-N

PAY GRADE: 53

IND-9410

SWORN-No

Non-DOT Random-N

DOT-N

INCREMENTS 58-200