



West Valley - Mission

Community College District

CLASS SPECIFICATION

RESEARCH ANALYST

Classified Position (Non-Exempt Status)

Classified Office, Technician & Business Services Salary Schedule – Range 75

DEFINITION

To perform a variety of highly skilled professional work in the design and conducting of research and analysis projects, identifying data sources, and extracting and analyzing data in support of an assigned campus department or division; and to provide professional level technical support to end users and an assigned supervisor.

SUPERVISION RECEIVED AND EXERCISED

Receives direction from an assigned supervisor.

May exercise technical and functional oversight over technical and administrative support staff.

EXAMPLES OF ESSENTIAL DUTIES - Duties may include, but are not limited to, the following:

Plan, coordinate, conduct and analyze administrative and operational analysis and studies; conduct qualitative research; recommend solutions based on findings.

Design, develop, and coordinate implementation and evaluation of departmental administrative and operational systems and procedures.

Maintain the assigned website; research request work order system and prioritize requests; monitor research office budget, including managing purchase orders.

Create and maintain databases from a variety of internal and external sources; monitor development and input of data.

Interpret, evaluate and clarify research requests to determine data sources and informational sources.

Conduct focus groups; give oral presentations.

Identify, troubleshoot, and resolve inquiries on external and internal research data from both internal and external sources.

Monitor and analyze changes to laws, regulations, and procedures relative research projects; interpret, explain, and disseminate information on pertinent regulations to administrators, faculty and staff; fulfill external reporting requirements.

Provide leadership and coordination of assigned research projects; liaison with other district and/or college departments and divisions, faculty and administrators to ensure updated information is available and presented on web site.

Coordinate, review work of, and collaborate with, technical and administrative support staff and students.

Provide support for college planning process; coordinate information and resources for department administrators and faculty.

Prepare, administer, analyze and maintain a variety of college reports and surveys.

Build and maintain positive working relationships with co-workers, other district employees, and the public using principles of good customer service.

Foster an environment that embraces diversity, integrity, trust, and respect.

Be an integral team player, which involves flexibility, cooperation, and communication.

Perform related duties as assigned.

MINIMUM QUALIFICATIONS

Knowledge of:

Pertinent federal, state, and district laws, codes and regulations.

Methods and techniques of complex research, statistics, data collection and analysis, including survey methods.

Tools, techniques and terminology used in statistical data analysis.

Principles and practices of modern office management and recordkeeping.

Software programs and database systems relevant to research applications.

Ability to:

Plan, coordinate and conduct research, analytical studies and surveys related to assigned department programs and activities.

On a continuous basis, know and understand all aspects of the job; intermittently analyze work papers, reports and special projects; identify and interpret technical and numerical information; observe and problem solve operational and technical policy and procedures.

On a continuous basis sit at desk for long periods of time; intermittently twist to reach equipment surrounding desk; perform simple grasping and fine manipulation; use telephone; write or use a keyboard to communicate through written means; and lift or carry weight of 10 pounds or less.

Provide information and analyses in verbal or written form to district administrators, faculty and staff; make oral presentations.

Collaborate with and review the work of others.

Maintain comprehensive databases; coordinate software or database problems with information technology staff.

Analyze existing work processes and develop improved methodologies and procedures.

Provide technical and functional supervision to assigned staff.

Function as project manager, providing liaison to other district and/or college faculty and administrators.

Use sound judgment in recognizing scope of authority.

Operate and use modern office equipment including computers and applicable software.

Maintain regular attendance and adhere to prescribed work schedule to conduct job responsibilities.

Utilize appropriate safety procedures and practices for assigned duties.

Communicate effectively orally and in writing.

Relate effectively with people of varied academic, cultural, and socio-economic backgrounds using tact, diplomacy, and courtesy.

Establish and maintain effective, cooperative, and collaborative working relationships with others.

Experience and Education

Any combination of experience and education that would provide the required knowledge and abilities is qualifying. A typical way to obtain the required knowledge and abilities would be:

Experience:

Two years of responsible statistical and research experience.

Education:

Equivalent to a Bachelor's degree from an accredited college or university with major course work in business administration, public administration, statistics, social science, computer science, or a related field.

EEO Category: Professional Non-Faculty

Date Approved: July 1, 2017