**P4: Level Standards**

**GENERAL ROLE**

This level is accountable for directly providing service to any assigned work unit at the University. The service can focus on a single or a variety of job functions with varying degrees of independence. Positions at this level may supervise student or support employees.

Incumbents:

* Put into effect what is required by defined job duties and responsibilities following professional norms or established procedures and protocols for guidance.
* Alter the order in which work or a procedure is performed to improve efficiency and effectiveness.
* Recommend or implement modifications to practices and procedures to improve efficiency and quality, directly affecting the specific office operation or departmental procedure or practice.

**INDEPENDENCE AND DECISION-MAKING**

*🡪 Supervision Receive*d

* Works under direction.

*🡪 Context of Decisions*

* Decisions should involve selecting an approach from among alternatives, timing when certain tasks should be performed, determining how to best use available resources, and other similar choices.
* Decisions require more coordination and collaboration among different sources, taking into consideration the roles and impact on work outside the immediate organization.

*🡪 Job Controls*

* Has the latitude to make decisions on projects that they are accountable for delivering on.
* Free to plan and carry out all phases of work assignments.

**COMPLEXITY AND PROBLEM SOLVING**

*🡪 Range of issues*

* Assignments are defined as less reoccurring or cyclical tasks, and primarily consist of development or refinement of programmatic or administrative objectives.

*🡪 Course of Resolution*

* Resolution and project completion require substantial planning and scheduling within the department in order to obtain and align resources when and where needed.

*🡪 Measure of Creativity*

* Problems are not amenable to strict technical resolution, requiring innovative thinking.

**COMMUNICATION EXPECTATIONS**

*🡪 Manner of Delivery and Content*

* Regularly provides information on finished materials to others.
* Diplomatically and effectively deliver information difficult to understand or in contrast with a student or customer's views.

**SCOPE AND MEASURABLE EFFECT**

* Incumbents may supervise a small homogenous department, with proportionate responsibility to perform daily responsibilities similar to the work of subordinate staff.
* Actions typically affect an individual, item, event, or incident, etc.
* Actions taken are generally done to meet reporting requirements or regulatory guidelines, or to satisfy internal checks and balances and/or existing standards.
* Incumbents are typically designated as a lead or frequently assigned project leadership roles within a specific administrative/programmatic function or specialty area.
* Generally, have a more direct impact on a larger action or process, such as serving as an approver in a process, where the process is “owned” by a different work unit.

**Job Template**

**GENERAL SUMMARY**

Manages day-to-day administration of institutional data and performs moderately complex analysis, forecasting, and modeling. Analysis regularly impacts administration’s decisions regarding a defined service, function, or population.

**REPORTING RELATIONSHIPS AND TEAMWORK**

Works under direction of a supervisor or manager.

**ESSENTIAL DUTIES AND RESPONSIBILITIES**

*The intent of this section is to list the primary, fundamental responsibilities of the job – that is, the duties that are central and vital to the role.*

* Analyzes, forecasts, models, and presents data relating to institutional characteristic, strategic planning, accreditation, enrollment, staffing, degrees, and certificates awarded.
* Identifies and anticipates data and information reporting needs for schools, colleges, departments, and senior administrators.
* Performs moderately complex analysis, interpretation, and synthesis of data received from a variety of sources to support academic planning, reporting, and decision-making, which may include the creation of new studies or modification of current projects or practices.
* Generates and may present reports on analysis, forecasts, and models for administrators to aid in high-profile or institutional decisions.
* Designs, develops, implements, and/or coordinates methods and procedures for regularly gathering, summarizing, reporting, producing, and distributing information as an aid in strategic planning and institutional reporting requirements.
* Consults with computer programmer/analysts in designing and maintaining information systems and databases for data analysis, studies, reports and other data needs.
* Takes a proactive role in a variety of advanced institutional research projects, including, but not limited to: survey research, competitive positioning, strategic resource allocation, data warehouse development, business intelligence, and dashboard development.
* Serves as a representative of the office on various University committees.
* Administers and modifies data collection systems such as faculty productivity, and other academic and management information systems for the University.
* Audits and maintains official reporting files. Identifies discrepancies, researches issues, and recommends procedure changes to avoid future problems.
* Composes and disseminates instructional and explanatory information as needed.
* Performs related work as required.

**MINIMUM QUALIFICATIONS**

* Master’s degree in quantitative disciplines such as Business Administration, Public Policy, Statistics, Educational Research, or a related discipline.
* Three years full time professional experience of which one year must be performing research duties.
* Considerable knowledge of applied statistical analysis including multivariate statistical techniques and research design methodologies.

**COMPETENCIES**

**Knowledge of:**

* Institutional research data content
* Institutional research reporting
* Institutional research developments and trends
* Statistical analysis and techniques
* Microsoft Office and related software applications
* SAS, SPSS, SQL and other related statistical software

**Skill in:**

* Analytical and quantitative skills
* Planning and organization
* Troubleshooting
* Developing and maintaining effective and appropriate working relationships with both internal and external constituents
* Critical thinking, problem solving and analysis

**Ability to:**

* Identify data and reporting needs of the University
* Communicate effectively through both oral and written means
* Respect diversity and work collaboratively with individuals of diverse cultural, social and educational backgrounds
* Design and develop survey instruments
* Collect, analyze, and interpret various types of data
* Maintain the confidentiality of information and professional boundaries
* Work independently to analyze available information, draw conclusions and understandings, and present such conclusions effectively to senior management