

CITY OF CHATTANOOGA

Classification Specification Title: Senior Data Analyst

Department: IDP

Pay Grade: GS.11

Supervision Received From: Dir. Open Data & Perf Mngt

FLSA Status: Exempt

Supervisory Responsibility For: None

Established: 9/01/21

**Revision Dates: 4/4/25;
1/11/23**

CLASSIFICATION SUMMARY:

Incumbents in this classification will improve citizen-focused service delivery within the city through departmental performance coaching, in-depth evaluation of city operations, continuous improvement projects and operational analysis with modern data science tools. This includes measuring aspects of operational functions, citizen and user experiences, and community impact and desired outcomes. Responsible for analyzing data and performance results to develop insights and formulate recommendations to effectively communicate solutions and approaches to decision making. Incumbents will be responsible for opening city data from various departmental data systems and community empowerment around the open data program and datasets. Work requires limited supervision and the use of independent judgment and discretion.

SERIES LEVEL: Senior Data Analyst is a stand-alone position.

ESSENTIAL FUNCTIONS:

(The following duties ARE NOT intended to serve as a comprehensive list of all duties performed by all employees in this classification, only a representative summary of the primary duties and responsibilities. Incumbent(s) may not be required to perform all duties listed and may be required to perform additional, position-specific duties.)

Serves as a resource to city departments in developing, reporting, and utilizing metrics and data visualizations.

Demonstrates the ability to present complex information related to data, performance and evaluation to diverse audiences and stakeholders.

Utilizes the city's open government platform to create effective monitoring and reporting systems that tie into organizational decision making (e.g., budgetary, operational, strategic, and otherwise).

Maintains and collaborates on designing the technology platform to allow for the effective monitoring of key performance indicators.

Ensures the regular collection of data and subsequent reporting of data for the city within the organization and to external stakeholders.

Develops and recommends operational strategies based on results of data analysis activities. Compiles data and statistics using quantitative and qualitative methodology.

Employs principles and applications of mathematics and statistics, which may require knowledge of research methodology and techniques.

Creates, updates, maintains and monitors the city's automated Extract, Transform and Load (ETL) workflows connected to the city's various applications and services.

Shepherds open datasets through the open data workflow process prior to being posted on the open data portal.

Works with representatives from city government and external organizations to coordinate contributions of data to a public platform or portal.

Performs onsite data reviews to understand the business processes, data capture methods, in order to understand the data structure and value of the data being opened.

Oversees monitoring of data quality and identifies methods for improving quality of data being published.

Supports third party intermediaries wishing to access; and makes data accessible to different users through tools and applications.

Provide training on the open data program, platform and applications built on top of the open datasets.

Uses data to spotlight potential inequities in City services, systems, and programs.

Facilitate the impactful use of open data by collaborating with communities and ensure all data added to open data portal is useful, usable, and accessible.

Must meet regular attendance requirements.

Must be able to maintain good interpersonal relationships with staff, co-workers, managers, and citizens.

Must accomplish the essential functions of the job, with or without reasonable accommodations, in a timely manner.

Perform other duties as assigned by the manager.

DEPARTMENT SPECIFIC DUTIES (if any):

MINIMUM QUALIFICATIONS: Bachelor's degree from an accredited college or university with major course work in business management, computer science, public administration, finance, information systems, mathematics, statistics, or any related fields; and three (3) years of experience in utilizing data for operational or financial analysis, or any combination of equivalent experience and education. Master's Degree preferred.

LICENSING AND CERTIFICATIONS: None

KNOWLEDGE AND SKILLS:

Ability to research and provide formal analyses and recommendations; Ability to analyze data to evaluate effectiveness and make recommendations based upon insights; Ability to understand both qualitative and quantitative aspects of data and performance measurement; Ability to work with web services API; Works collaboratively and maintains positive interdepartmental partnerships; Demonstrated capacity for innovation, self-motivation, self-learning and goal achievement; Strong critical and creative thinking skills to assess and resolve problems or issues by gathering and assessing information and using independent, professional judgment.

Skilled in working with a variety of internal and external stakeholders; Skill in effective written and oral communications that articulate complex information and issues clearly and simply; Skilled in gaining insight from quantitative and qualitative data.

Knowledge of Google Cloud data platforms and processes, like Big Query, Looker, Looker Studio, Google Workspace, or similar tools, with ability to learn new tools. Knowledge of various best practices for extracting, transforming and loading of data from one system to another system; Understanding of dataflow programming and transformations with ETL tools; Knowledge of GIS and mapping concepts (geocoding and projections), including common commercial platforms, as well as open source platforms; Knowledge of professional collection development principles; programming languages; creative problem solving; and open data concepts; Experience working with Python/R scripting for custom data transformation; Knowledge of Google Cloud data platforms and processes, like Big Query, Looker, Looker Studio, Google Workspace, or similar tools, with ability to learn new tools.

PHYSICAL DEMANDS: Positions in this class typically require: standing, walking, fingering, grasping, feeling, talking, hearing, seeing, and repetitive motions.

WORK ENVIRONMENT: Sedentary Work: Exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met.

SPECIAL REQUIREMENTS:

Safety Sensitive: N

Department of Transportation - CDL: N

Child Sensitive: N

The City of Chattanooga, Tennessee is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the City will provide reasonable accommodations to qualified individuals with disabilities and encourage both prospective and current employees to discuss potential accommodations with the employer.