



UNITED WAY OF GREATER ROCHESTER AND THE FINGER LAKES

JOB DESCRIPTION:

United Way
of Greater Rochester
and the Finger Lakes

IT DATA ANALYST

SUMMARY

The Data Analyst works in a cross-functional capacity to perform analysis and create reports using business intelligence tools to enable business insights and decision-making. The Data Analyst role will be primarily focused on assessing our current data systems, developing data dashboards & reports, identifying areas of improvement, and implementing data-driven solutions that enhance our efficiency and overall impact. The ideal candidate will have the ability to troubleshoot legacy systems, work cross-functionally with team members, and provide exceptional customer service to both internal and external stakeholders.

Essential Functions:

Data Analysis and Reporting:

- Analyze and interpret complex datasets to provide actionable insights for program improvement, resource allocation, and decision-making.
- Design, build, and maintain regular and ad-hoc reports using various data tools.
- Provide data-driven recommendations to improve operations, outreach, and program effectiveness.

SQL Proficiency:

- Write and optimize SQL queries for data extraction, manipulation, and reporting.
- Develop stored procedures and functions to automate routine tasks.
- Support the data analysis team by providing necessary data sets and insights.

Data Visualization:

- Utilize data visualization tools, Tableau, Excel, etc., to create reports and dashboards that effectively communicate data insights.
- Collaborate with stakeholders to identify key metrics and develop visual representations of data trends.
- Present findings to team members and management to guide decision-making.

Data Modeling:

- Create and maintain data models to support data analysis and reporting needs.
- Collaborate with cross-functional teams to ensure data models align with organizational goals.
- Document data flows and relationships to facilitate understanding and usage.

System Evaluation and Improvement:

- Evaluate existing data systems and processes, identify inefficiencies or gaps, and propose actionable improvements or alternatives.
- Work closely with IT or external vendors to address issues with legacy systems and ensure proper integration of new solutions.
- Assist in the development of automated data processes and workflows to streamline operations.

Problem-Solving and Solution Implementation:

- Collaborate with departments to understand their data needs and provide tailored solutions.
- Implement data management solutions that align with best practices and organizational goals.
- Troubleshoot data-related issues and serve as a resource for problem-solving when issues arise.

Customer Service and Collaboration:

- Provide internal and external customer service by answering questions, resolving data-related issues, and offering guidance on data use.
- Collaborate with other departments to understand their unique data requirements and ensure that systems and processes are aligned with the organization's objectives.

- Train and support staff in understanding and utilizing data systems, ensuring that they are equipped to use the data effectively.

Data Integrity and Security:

- Ensure data integrity, accuracy, and consistency across all data systems.
- Uphold data privacy and security standards to safeguard sensitive information in accordance with organizational policies.

Continuous Improvement and Learning:

- Stay current with industry best practices, trends, and new technologies in data analytics and nonprofit sector trends.
- Participate in continuous learning and apply new skills to improve the organization's data practices.

SKILLS AND COMPETENCIES

- Analytical Thinker: Strong critical thinking skills with a knack for identifying patterns and solving complex problems.
- Advanced proficiency in Tableau, SQL, Excel and its basic functions (EXACT,VLOOKUP, CONCANTINATE)
- Data visualization and reporting skills
- Detail-Oriented: Able to meticulously manage and analyze large datasets, ensuring accuracy and completeness.
- Collaboration and Teamwork: Ability to work collaboratively across different teams and departments to achieve common goals.
- Business Acumen
- Strong interpersonal and communication skills
- Project Management
- Critical thinking
- Proactive: Able to take initiative and drive solutions independently while knowing when to seek help or input from others.
- Customer-Focused: Excellent internal and external customer service orientation with a desire to support colleagues in leveraging data for greater impact.
- Ethics and Data Privacy
- Ability to adapt to change
- Mission and community focused

FLSA CLASSIFICATION: Exempt

REPORTS TO: SENIOR DATABASE ANALYST

SALARY RANGE: \$65,000-\$75,000 annually

* The expected rate of pay for this position is shown above. Compensation offers are based on a wide range of factors including relevant skills, training, experience, education and, where applicable, licenses or certifications obtained. Market and organizational factors are also considered.

SUPERVISORY RESPONSIBILITY

NONE

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TRAVEL

Local travel occasionally

EDUCATION AND EXPERIENCE

Bachelor's degree in computer science, Information Technology, Data Management, or a related field. 3-5 years of experience in data analytics, reporting, and data visualization tools (e.g. Tableau, Power BI, Visual Studio, and HTML). Experience preferable in a nonprofit or similarly constrained environment. Experience with Salesforce.com, JavaScript, and Cascading Style Sheets (CSS).

HOW TO APPLY: Please click the link provided here to put in an application online:

https://recruiting.myapps.paychex.com/appone/MainInfoReq.asp?R_ID=6746544

JOIN THE TEAM!

United Way of Greater Rochester and the Finger Lakes is a dynamic and collaborative work environment comprised of dedicated professionals who are driven to make our community a better place. Join our team and make an impact serving our region with your time and talent.

MISSION

Our mission is to unite the goodwill and resources of our community so that everyone can thrive. That means that our team is committed to working with local donors, businesses, not-for-profit program partners, municipalities and individuals to make this region stronger and more vibrant together.

VALUES

Our core values define who we are and how we serve our community. United Way and our team members are caring, collaborative, equity-driven, innovative, respectful, results-oriented and trustworthy. United Way strives to ensure employees and external partners feel valued, connected, and empowered.

CULTURE STATEMENT

We are committed to creating a welcoming environment that embraces, values, respects, and encourages people to show up as their authentic selves to produce their best work. Together we ensure that processes, policies, and practices foster fairness, belonging, and equity that reflect the views and values of all people within all levels of our organization.

WHAT WE OFFER

- Competitive financial and wellness benefits
- Generous paid time off, retirement plan, and other fringe benefits
- Hybrid working arrangements
- Opportunities to give back to the community in life-changing ways
- Paid professional development
- Team events and internal committees for connection opportunities and fun!

This job description lists only the responsibilities and qualifications deemed essential to the position in support of the ADA. Reasonable accommodations may be provided to enable individuals with disabilities to perform the essential functions. United Way of Greater Rochester and the Finger Lakes is an Equal Opportunity Employer. This policy prohibits discrimination based on sex, race, color, religion, creed, national origin, age, marital status, sexual orientation, gender expression, disability, genetic predisposition,

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veteran status, or status as a member of any other protected group or activity.