**POSITION SUMMARY**

Under the general supervision of the Employer Services Bureau Director, this position serves as data analyst for the Employer Services Bureau. This position is responsible for performing data analysis, developing reports and dashboards, and communicating key findings for the purpose of giving insight into business operations. This position will also ensure data quality and integrity.

This position is focused on the customer experience by providing data analysis, reporting, and dashboards that serve to improve customer interactions within the entire organization. Work products are also used for identifying process improvements, workload planning, determining key performance indicators, and providing information for stakeholder communications. This position interacts with business users to assure a mutual understanding and agreement on data requirements and specifications and provides consultation, direction, and guidance to program managers.

ETF is a medium sized, non-shared services agency administering the Wisconsin Retirement System and related benefit programs to over 630,000 members receiving $5.6 billion in retirement benefits and $1.6 billion in health benefits annually. This position directly supports the agency strategic goal focused on building a talented and agile workforce necessary for achieving the department’s mission to develop and deliver quality benefits and services to our members while safeguarding the integrity of the Trust. As an employee of ETF, the incumbent will support and create a diverse and inclusive work force.

**TIME% GOALS AND WORKER ACTIVITIES**

**35% A. Provision of Data Analysis**

1. Work with business partners to determine and gather data requirements.
2. Create and maintain proper documentation regarding data analysis methods.
3. Design, develop, and implement data collections tools and processes.
4. Conduct research using primary data sources, and select information needed for the analysis of key themes and trends.
5. Apply critical thinking and problem-solving skills to sense of complex, high quantity, and sometimes contradictory information.
6. Analyze data sets to draw conclusions and identify relationships, anomalies, and trends.
7. Develop and run queries based on requirements and analysis of data structures, producing data extracts as needed.
8. Provide input into data architecture and modeling efforts.

**35% B. Data Reporting & Communication of Insights**

1. Create and maintain proper documentation regarding report creation.
2. Develop and run reports or dashboards that highlight key findings and insights from data analysis.
3. Proactively identify sources of information either internal or external to enhance the database.
4. Define, develop, and perform testing of data and reports provided to ensure high quality deliverables.
5. Design, develop, and compile on a recurring basis, scheduled and ad-hoc reports for management on key performance indicators.
6. Recommend automation of reports to improve the bureau’s ability to meet customer needs and operating efficiencies.
7. Organize the presentation of data in effective ways to make it easier to understand, insightful, and actionable.
8. Effectively communicate insights from a dataset using narratives and visualizations (i.e., data storytelling)

**20% C. Assurance of Data Quality**

1. Develop and maintain a thorough understanding of ETF data sources needed to support assignments.
2. Restructure and organize data to make it more useful to business operations.
3. Verify data quality in data sources used and communicate the impact to deliverables.
4. Participate in data quality and integrity activities, including improvements across all data domains and developing methods to ensure data quality. This may include facilitation with business areas and BITS, when necessary.
5. Ensure queries and reports, including dashboards, accurately integrate data from multiple systems. This includes ensuring reports and dashboards are updated with new dimensions while maintaining overall data integrity.
6. Perform data reconciliation.
7. Perform data profiling when ingesting new data sources for analysis.
8. Provide development and support for data quality exception reporting.

**10% D. Other Duties as Assigned**

1. Regularly attend, participate in, and share work in user groups for data analysis and/or reporting.
2. Provide leadership and business analysis skills to identify and prioritize data requirements for projects and initiatives.
3. Provide guidance and direction for and participate in user acceptance testing of data-related projects.
4. Follow ETF policies, procedures, guidelines, and best practices for the data analysis, reporting, and data governance.
5. Promote effective data usage and decision-making to build and sustain a data-driven culture at ETF.
6. Stay current on new and emerging data management and analytical technologies.

**KNOWLEDGE, SKILLS, AND ABILITIES**

1. Self-starter with a strong curiosity and desire to learn new technologies, techniques, and approaches to data analysis.
2. Strong critical thinking, data literacy, and analytical skills.
3. Ability to blend data sets, perform analysis, and display data using tools like Excel or comparable.
4. Ability to be a change agent that promotes a data-driven culture.
5. Skill in requirements gathering techniques specific to data analysis and reporting including asking probing questions to gain thorough knowledge of data and problems.
6. Knowledge of basic statistical concepts to analyze and interpret data.
7. Familiarity with data governance, privacy, and security to ensure that data is used and shared in a secure and ethical manner.
8. Strong communication skills to effectively share data and visualizations with stakeholders in a clear and concise manner while applying data storytelling techniques.
9. Programming/analytical mindset with skills to perform analysis, resolve problems, implement solutions, and perform peer design and code reviews.
10. Knowledge of department-wide business processes and the IT systems that support them.
11. Familiarity with data modeling to understand and use data models effectively.
12. Skilled in performing the data analyst role independently on complex assignments.
13. High level of skill in business and systems understanding.
14. Proficiency in writing SQL to extract and manipulate data from multiple tables in the data lake and other data sources relevant to their position (using Squirrel).
15. Data cleaning and data preparation skills to clean and transform the data into a format that can be used for analysis or extracts (using either Tableau Prep or Alteryx based on ETF expectations for certified data lake tools).
16. Ability to develop data visualization skills to create dashboards to communicate insights and trends in the data (using Tableau).
17. Ability to develop in programming languages such as Python or R.
18. Knowledge of concepts and principles of relational database management systems.
19. Knowledge of data reconciliation methods and techniques.
20. Highly developed interpersonal and team building skills to develop and sustain effective working relationships, including facilitation and leadership skills.
21. Skill in establishing and maintaining effective contact and communication with staff at all levels as well as with various external groups/individuals.
22. Commitment to creating a diverse and inclusive work force.
23. Ability to understand and comply with all ETF and enterprise security standards, policies, and processes.