

**Working Title: DECISION SUPPORT ANALYST**  
**Civil Service Title: BUSINESS ADMINISTRATIVE ASSOCIATE**  
**Exam Request: BAA Decision Support Analyst**  
**Location: Springfield, Champaign, or Chicago, IL**  
**FLSA: Exempt**  
**Job Posting # 17-017**

**APPLY at:** <https://jobs.uic.edu/>

### **MINIMAL ACCEPTABLE QUALIFICATIONS**

- Bachelor's Degree in management, business administration, information systems, statistics, or other relevant field.
- Two years of professional level accounting, managerial and/or business experience, one year of which was at an administrative level.

**FUNCTION** Supports the development, maintenance, and usage of decision support systems and provides analysis of business information to support strategic planning, management and decision-making activities.

**ORGANIZATIONAL RELATIONSHIP** Reports to the Business Process Improvement Program Administrator and works closely with the Information Technology Department

### **WORK ACTIVITIES**

#### *Data Management and Maintenance Functions*

- Create standard operating procedures for business processes
- Drive the collection of new data and the refinement of existing data sources
- Normalize and validate data
- Maintain data integrity
- Maintain standard reports and look for improvement opportunities and standardization across the organization
- Develop user-friendly analysis tools

#### *Data Analysis Functions*

- Employ business intelligence, statistical, and validation tools
- Prepare forecasts and analyses
- Manipulate data to facilitate decisions; includes creating data visualization
- Analyze and interpret data by applying data aggregation, visualization and statistical analysis
- Anticipate problems and opportunities
- Implement performance monitoring for organizational processes

#### *Communication and Support Functions*

- Document reporting requirements and processes
- Produce and distribute standard operating reports
- Develop ad hoc reports as requested
- Provide accurate and timely information to decision makers

- Provide training and support on operating metrics
- Assist in aligning enterprise strategies and business goals
- Work with Business Process Improvement area to develop operational measures and benchmarks
- Develop relationships with operating units
- Assist in determining business requirement for operating units

**KNOWLEDGE REQUIRED BY THE JOB (knowledge, skills, and abilities)**

- Ability to solve analytical problems using quantitative approaches
- Ability to manipulate and analyze complex data from multiple sources
- Ability to provide analytic approaches that match ad hoc needs at varying levels of precision
- Ability to communicate complex quantitative analysis in a clear, precise, and actionable manner
- Ability and knowledge in Microsoft software tools (spreadsheet, word processing, presentation), with strong emphasis on Excel and use of Excel functions and formulas. Access database knowledge desirable.
- Working knowledge of SQL and Business Intelligence tools such as Microsoft SQL server, SQL Reporting Services, SharePoint Business Intelligence, SAP / Tableau, or others preferred.
- Knowledge/experience in Project Management