

Working Title: DECISION SUPPORT ANALYST
Civil Service Title: BUSINESS ADMINISTRATIVE ASSOCIATE
Exam Request: BAA Decision Support Analyst
Location: Springfield, IL
FLSA: Exempt
Job Posting # 16-041

APPLY: <http://dscc.uic.edu/who-we-are/employment-opportunities-3/career-search/>

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.

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.

PREFERRED QUALIFICATIONS

- Experience in healthcare industry
- Masters Preferred in management, business, information systems, statistics, or other relevant field.
- Demonstrated experience in decision support and data management including maintenance, support, data normalization, and / or data distribution.

WORK ACTIVITIES

Data Management and Maintenance Functions

- Provide data warehousing and business intelligence ideas and support
- Part of team tasked to develop and implement major systems and applications
- Part of team tasked to develop and maintain standards for electronic systems
- Create standard operating procedures for technical 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