Data Analyst

Reports to: Technical Support Manager

The role of the Data Analyst is to improve the bottom line by identifying, organizing and presenting useful information and then helping the staff do a better job using the knowledge and insights provided.

Minimum Standards

- Possess strong analytical thinking and problem solving.
- Touch typing at least 40 WPM
- Possess advanced knowledge in Microsoft Office applications (Word, Excel, PowerPoint, Visio, Outlook, Teams)
- Possess advanced knowledge of handling data files such as fixed length text, comma delimited, and tab delimited files in data processing and providing requirements to programmers.
- Possess advanced skills in database setup and integrity – data base query design.
- Strong understanding of multi-value and SQL database query languages and tools.
- Possess advanced skills in downloading/uploading files – troubleshoot issues with data conversion.
- Ability to develop and debug scripts and queries.
- Possess advanced skills in collecting, organizing, analyzing information and draw valid conclusions.
- Possess advanced skills in database setup and integrity.
- Possess ability to effectively communicate in non-technical terms and to train end users.
- Possess solid written and verbal communication skills.
- Possess basic accounting skills.
- Strong working knowledge of statistics.
- Ability to work a flexible schedule and handle tight deadlines.
- Pass criminal background clearance.

Other skills that will developed:

- CUBS/TCS collections software (www.columbiaultimate.com)
- Rocket Universe multi-value database queries and administration (rocketsoftware.com)
- Ecliptics P\portal
- Enghouse CT Center dialer
- Sharepoint page design and use
- VDM data analysis software
- Query CUBS utilizing recall
- Understanding of the collection industry security and legal requirements and industry standards. Includes familiarity with PCI compliance, Red Flag Rules, SOC2 Security, HIPPA and other industry regulations.
- Scripting languages such as Python, Pearl for data manipulation.
- Ability to create and debug scripts and batch files.
- Familiarity with AIX.
- Understand use of encryption keys for data transfer with FTP/SFTP – BitVise, Filezilla and Kleopatra.

Job Responsibility Overview

The Data Analyst is part geek and part cool kid. He/she gets to hang out at the cool table, but needs to be able to collect, analyze, create and design any kind of report/spreadsheet/data file needed. He/she needs to ensure both quality and pinpoint accuracy. He/she is able to translate data-speak into easy to understand language and present the information in ways that help FCN make integral business decisions. A crystal ball is a plus!

The Data Analyst treats management, co-workers, clients and consumers with dignity and respect at all times, and are professional when communicating verbally or in writing. All team members embrace FCN's mantra, "Value People, Collect Money, In that Order".

Specific Responsibilities

- Love coming to work every day!
- Work well with minimal supervision and be self-motivated.
- Passion for learning and the ability to learn quickly.
- Assimilate, aggregate and query data from multiple systems and present in usable form.
- Drive process improvement through data analysis.
- Identify and present key performance metrics.
- Be a resource and advocate for data by teaching and empowering others to use information.
- Understand and core technology processes (CUBS, etc.).
- Demonstrate basic use of client systems.
- Demonstrate basic use of collection tools and processes.
- Maintain/develop performance management dashboards and train users on use.
- Maintain/improve/create IT procedures for end-user training.
- Develop and maintain documentation of system processes/software/ and data flow.
- Responsible for documentation, reviewing, monitoring assigned internal controls as prescribed by FCN's SOC2 requirements.
- Maintain/administer SharePoint Intranet Site.
- Perform various administrative tasks.
- Discern when delegation of specific duties is needed.
- Project management.
- Research, find/develop better methods and tools.
- Work with team to make long term technology planning decisions.
- Provide creative alternatives and recommendations to improve performance and reduce costs.

Physical Demands

The physical demands described herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is regularly required to sit for extended periods of time and communicate by talking and listening. The employee is occasionally required to stand, walk, and reach with hands and arms. The employee must occasionally lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision, and ability to adjust focus on a computer screen.

Work Environment

The work environment characteristics described herein are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually moderate. The employee will be provided with a headset and must be able to listen to a caller while others are speaking and interacting around them. Employees are required to participate in team-environment stretching exercises routinely during the workday.

I have read and understand the duties involved to perform this job successfully.

Can you perform the essential functions of this job with or without reasonable accommodation?
☐ Yes ☐ No   If no, please explain?

_____   _____
Signature of Applicant/Employee   *Date*