



A free resource provided by Our Community's Innovation Lab
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This template was designed for you to edit to suit your organisation's needs. Replace placeholders with your own content. As you complete each section, delete anything that isn't relevant, as well as instructions (written in blue text, like this).

Data Analyst Position Description

About us

(Include here an overview of your organisation)

{Organisation Name} is a not-for-profit organisation that provides ...

About the role

(Include here an overview of projects this role may be part of and an overview of key responsibilities)

State the general nature, level and purpose of the job and provide a brief description of its duties and responsibilities. This section will be used for the job advertisement. It may be easier to write the general summary after completing other sections of the job description. For example:

We're looking for a savvy Data Analyst to join our growing team of analytics experts.

Reporting to {Manager Title}, you will help us analyse the services we provide and information about the clients we serve.

You will be given latitude to explore and resolve problems and suggest solutions, while guidance will be available. You are a data person: you know how to sort out, organise and make sense of data – and you have the technical skills to do it.

We don't expect you to know everything, but you need to have the background to quickly develop (with our support) any new skills you may require. You will proactively apply your analytical and communication skills and attention to detail to ensure that outputs are used to help drive current and future business decisions.

You will be excited by the prospect of using your primary research and strategic analysis skills to reveal stories that the data is telling and then communicate their implications to our team and relevant stakeholders.

Main activities / key accountabilities

(Include here a list of key duties or tasks that the position will be responsible for)

Below is a list of example duties/tasks/activities you might find useful. They are grouped together by type – keep only those that most suit your position.

Business acumen, teamwork and reporting

- Lead the development and enhancement of business intelligence and reporting services.
- Define and clarify requirements, propose and develop appropriate solutions, and provide feedback to the team and internal customers.
- Perform impact/risk/gap analysis, identification of facts, dimensions, aggregates and hierarchies.
- Use visualisation tools to deliver a suite of dashboards to proactively identify trends and monitor KPIs.
- Build reports and visualisations against data sets.
- Generate and deliver timely and accurate reports from data analysis.
- Work collaboratively with programmers to create tools to collect and analyse data.
- Provide input to the team on solution design using the analysis from data.
- Provide explanations, reports and visualisations that demonstrate insights derived from data.
- Offer suggestions and direction from analysis to help guide organisation decision-makers.
- Contribute to data strategy and support business solutions through data modelling, data architecture and creating data dictionaries.

Technical

- Source and scrape data from appropriate data sources.

- Prepare data staging tables and scripts to ensure efficient and reusable extraction processes.
- Undertake data cleansing.
- Develop technical solutions to cleanse source data in collaboration with different teams.
- Design solutions, under guidance, to automate clean-up of data.
- Explore and analyse data sets.
- Identify patterns and trends in data sets.
- Manipulate data using data analysis tools to discover insights.
- Conduct analysis, summarise key findings and trends, and produce value-add data analysis and reports.
- Undertake analysis of multiple datasets to understand business logic and assess the integrity of data.
- Develop, maintain and improve multidimensional database queries.
- Profile and analyse data gaps, data quality issues, data dependencies and formulate organisational requirements.
- Design and develop analytics solutions, reporting & data visualisation.
- Research and utilise best practice to optimise and improve analytics solutions, reporting & data visualisation.
- Conduct regular maintenance and improvements to analytics solutions, reporting & data visualisation.

Research

- Perform industry research using publicly available data sources.
- Requisition and purchase private data sources to provide research and analysis.
- Gather and profile data from multiple sources and assimilate into meaningful inputs for databases.
- Use data mining tools to collect data for further research and analysis.

Communication

- Liaise with stakeholders across the business to proactively review, monitor and implement strategies.
- Work closely with key stakeholders to clearly define and understand reporting and data requirements.
- Work closely with key stakeholders to present findings, insights and recommendations as the subject matter expert.
- Engage with stakeholders/team members at all levels.

- Collaborate with different teams and departments to provide expertise and insights.
- Provide operational support and troubleshooting.

Key selection criteria

(Include here any formal qualifications, technical expertise, licences, knowledge, skills and experience required to undertake this position)

Essential & Desirable

Identify the minimum set of criteria **required** to competently perform the job duties. A long list of essential requirements may deter some candidates (particularly those who face other barriers such as gender or racial inequality).

Please complete this section in bullet form. Below is a list of example criteria you might find useful. Select the criteria that most suit your position, as these will be used to screen applicants throughout the selection process.

Education/Experience

Include a suggested number of years of related experience; e.g. “Previous experience in healthcare or health insurance environment required (usually three to five years)” or “Five to seven years of project management experience”.

- Tertiary qualification in information systems, business administration, computer science, mathematics or another relevant field.
- 2+ years experience in business or process analysis.
- 2+ years experience in a professional services or corporate environment in a reporting or Business Intelligence function.
- 1-2 years experience in data analysis and/or business analysis.
- Experience with data modelling methodologies used in data warehouse development.
- Experience in the utilisation of data warehouses.
- Data mining and visualisation experience.
- Exposure to database and analytic systems to perform relevant filtering, segmentation, and manipulation for reporting purposes.
- A strong understanding of data management and business intelligence activities extending to reporting, campaigns, visualisation and data governance principles.
- Experience working in a commercial analytics/data science environment.

Technical Skills/Knowledge

Consider including criteria that related to knowledge of datasets relevant to your sector (e.g. AEDC for education) and/or IT platforms used by your organisation.

- Strong problem solving and analytical skills.
- Ability to translate information into actionable outcomes to drive business performance.
- Ability to analyse and critically evaluate gathered information to resolve conflicts, anticipate issues, and make priority decisions.
- Well-developed analytical, conceptual, and problem-solving skills.
- Well-developed understanding of relational database structures, theories, principles and practices.
- Ability to automate and improve data and reporting processes.
- Ability to perform in-depth systems and data analytics.
- Good general IT knowledge (servers, remote connection, etc.)
- Current knowledge of or ability to quickly learn new data mining tools and techniques.
- A good working knowledge of data privacy issues.

Tools/Languages

Be clear about what tools you are already using in the organisation or would like to adopt. It is important to consider the sustainability of data analysis solutions should this person exit your organisation.

- Intermediate to Advanced skills in data manipulation and analysis using SQL, MS Excel and/or VBA (additional skills in ETL or other data manipulation techniques would be an advantage).
- A good working knowledge of a big data analysis tool like SQL, R, Snowflake and Python.
- Advanced programming skills in Python or R.
- Hands-on knowledge and experience with tools and techniques for analysis and data manipulation (e.g., SAS, SQL, Python).
- Extensive knowledge of databases, data integration, data analysis, aggregation and modelling using SQL.
- Experience extracting, cleansing and analysing data using reporting and BI tools.
- Working knowledge of visualisation tools, such as Power BI or Tableau.

Communication/Teamwork

- Outstanding stakeholder engagement and interpersonal skills.

- Ability to manage the needs of multiple stakeholders.
- Strong ability to summarise and articulate results to stakeholders.
- Excellent written and verbal communication skills including report and documentation skills.
- Great interpersonal skills with proven ability to build and maintain strong relationships with key stakeholders.
- Excellent communication and interpersonal skills with the ability to discuss data management and insights derived from analysis.
- Highly effective and logical communication style, both verbal and written.
- Strong verbal and numerical skills (complex calculations, data analysis and reconciliation, numerical and verbal logical reasoning).
- High-level attention to detail with a strong focus on quality and continuous improvement.
- Ability to manage multiple projects with competing deadlines and various stakeholders.
- Experience working in a team setting and desire to take leadership roles within a team.
- Well-developed organisational skills with the ability to work autonomously within a team environment.
- Self-organised with the ability to operate independently with little or no direction and deliver quality work.
- Sound time management skills together with the ability to deliver to tight timeframes.
- Organised and methodical nature with the ability to manage competing priorities.

Personal qualities

(Include here other qualities or abilities that will make a person successful in this role)

At a personal level you will:

- Have a can-do attitude and enjoy interacting with a broad range of stakeholders, customers or clients.
- Have a strong work ethic and manage priorities effectively.
- Be trustworthy and reliable – you always do what you say you will do.
- Be proactive and a strategic thinker.
- Be able to juggle multiple tasks and set your own priorities.
- Be an engaged listener.
- Be curious and passionate about data and research.

- Have a strong desire to learn new skills and improve yourself.
- Be a committed collaborator with a strong desire to obtain the best results.
- Have a keen interest in making data tell a story.
- Pride yourself on exceeding expectations, no matter the task at hand.
- Be passionate about delivering exceptional service both internally and externally.
- Proactively keep people informed about the status of your projects and highlight any issues early that may impact their delivery.

Other relevant information

(Include here all other important information or requirements of your organisation such as citizenship requirements, police checks etc.)

Our office is located at ...

This role can be structured as a full-time or part-time position. We welcome parents returning to the workforce and would be happy to consider a job share arrangement.

Some intra and interstate travel may occasionally be required.

The successful candidate:

- must be an Australian citizen, permanent resident or hold a valid work permit or visa.
- may be required to obtain Police Check, Working with Children Check
- will be subject to a probationary period of three (3) or six (6) months.

In addition to the suggestions above, consider the following:

- For paid roles, include job grade, salary and direct reports. To determine appropriate salary ranges for a Data Analyst, it may be worth consulting the [ICT Professionals Salary Report](#) in conjunction with the [SFIA Skills Framework](#) and [Pro Bono Salary Survey](#).
- For consultant/outsourced roles, what will be the duration and indicative rate? Do they need to bring their own equipment?
- For volunteer roles, what will they gain from the role? For example, what skills/experience, and what positive impact will be made? Furthermore, you should be transparent about the possibility of paid work afterwards.