



Job Title: Information Technology Analyst

CLASSIFICATION DESCRIPTION

Department: Varied
Pay Grade: 115
FLSA Status: Exempt
Remote Work Eligible: Yes

JOB SUMMARY

This position assists in the development, implementation, and maintenance of complex queries, reports, and analyses related to Saint Petersburg College (SPC) financials and other areas as assigned. Duties may include: providing and promoting increased utilization of financial analytics solutions as strategic assets in decision-making and program assessment; applying advanced statistical analysis, data mining, and various predictive modeling techniques to provide information, knowledge, collaboration, and tools to substantiate the growth and continued success of SPC; using and incorporating data for external reporting requirements and for internal use for grants, SPC initiatives and dashboards; and collaborating with a team of data analysts, budget specialists, accountants, and other stakeholders as part of a dynamic service operation. Duties may also include: generating revenue for SPC by using specialized technologies to administer aspects of off-site mobile events (logistics, coordination of contract staff, etc.); creating and managing audio/video and IT systems for interactive high-tech, in-person meetings; hybrid and virtual meetings; and events and conferences for clients in order to meet their needs.

DISTINGUISHING CHARACTERISTICS

Eligible to work remotely.

ESSENTIAL JOB FUNCTIONS

- Manages multiple systems, applications, and/or functions and related projects which include estimating project costs, identifying system risks and needs, and performing related duties.
- Researches information technology problems and discovers sources of errors; analyzes systems capabilities and implements necessary operational changes; and participates in the development and/or review of equipment and/or service specifications.
- Confers with users to determine needs and implement best practice solutions.
- Performs data analysis to support business unit objectives, turning data into insights that drive business decisions.
- Defines and scopes report requirements (in collaboration with the business unit team), designs and develops report-oriented code (either in SAS, or SQL); builds, tests, and

standardizes reports, data visualizations, and dashboards (either in Power BI and/or Excel); and develops business intelligence program, EPM, and AI (Machine Learning).

- Applies advanced predictive modeling, data mining, machine learning, and statistical techniques to enable informed decision-making, student support, and meet strategic initiatives.
- Provides end-user support and troubleshooting of software problems and issues.
- Designs, writes, and implements interfaces, applications, reports, and web pages; identifies and interprets technical information to develop data solutions.
- May prepare, validate, analyze, and submit College-wide data to the Florida Department of Education used among other things for funding and assessment; submit to other external entities for national financial aid and for state reciprocity agreements; share with national higher education data providers; provide for grant development and reporting; incorporate in dashboards for monitoring purposes by departments; and use within SPC for College initiatives.
- Coordinates projects with internal and external parties as necessary.
- Develops new insights into situations; questions conventional approaches; encourages new ideas and innovations; and designs and implements new or cutting-edge programs/processes.
- Seeks opportunities to influence, build, and sustain successful relationships and gain alignment with peers, functional partners, and/or external partners to accomplish College objectives.
- Ensures data quality and integrity by participating in database QA and College report peer review process.
- Identifies and prepares data content for webinars and public communications and presentations; collaborates with business unit leaders to define the scope of new analyses; and presents completed reports to College stakeholders.
- May perform additional duties as part of a revenue generating part of SPC including: working closely with the others to help design and create the high-tech and innovative event processes and activities using specialized technologies such as Collaborative Labs; administering aspects of off-site mobile events (logistics, coordination of contract staff, etc.); and creating and managing audio/video and IT systems for interactive high-tech, in-person meetings; hybrid and virtual meetings; and events and conferences for clients.
- Performs other duties as assigned.

MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Bachelor's degree in computer science, statistics, mathematics, data science, accountancy, or a related field; five (5) years of related work experience conducting data analysis, data mining, or data visualization preferably in a higher education and/or institutional research setting; or any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this job.

KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of:

- Systems analysis and design principles;
- Financial analysis;
- Project management principles;
- Data collection, classification, analysis, techniques, and methodologies;
- Applicable programming languages such as SQL, R, and/or Python;
- Process improvement principles;
- Operating systems;
- Customer service principles;

- Training principles; and
- Computers and related software applications such as Peoplesoft or EPM.

Skills in:

- Communicating, both verbally and in writing;
- Critical thinking;
- Solving problems;
- Using Power BI server and desktop;
- Applying innovative approaches;
- Analyzing data;
- Following-through; and
- Communication, interpersonal skills as applied to interaction with assigned workers, coworkers, supervisor, the general public, etc. sufficient to exchange or convey information and to give and receive work direction.

Ability to:

- Independently synthesize, implement, analyze, and report findings on research investigations;
- Generate and/or recognize imaginative or creative solutions that generate successful outcomes;
- Interact professionally with a diverse group of data users from various functional levels;
- Adapt to change;
- Operate in the high-volume work environment; and
- Develop strong, collaborative working relationships with colleagues in an onsite and virtual work environment.

CERTIFICATION, LICENSE AND SPECIAL REQUIREMENTS

Comp TIA A+ certification desired.

PHYSICAL DEMANDS

This work typically requires the following physical activities to be performed. A complete description of the activities below is available upon request from Human Resources.

(X = Required to perform essential job functions)

Physical Activities		Physical Activities	
Balancing – maintain equilibrium to prevent falling while walking, standing, or crouching.		Pushing – use upper extremities to press against objects with force, or thrust forward, downward, outward.	
Climbing – ascending, descending ladders, stairs, ramps, requires body agility.		Reaching – extending hands or arms in any direction.	
Crawling – moving about on hands, knees, or hands, feet.		Repetitive Motion – substantial movements of wrists, hands, fingers.	<u>X</u>
Crouching – bending body forward by bending leg, spine.		Speaking – expressing ideas with spoken word, convey detailed, important instructions accurately, concisely.	<u>X</u>
Feeling – perceiving attributes of objects by touch with skin, fingertips.		Standing – for sustained periods of time.	
Fingering – picking, pinching, typing, working with fingers rather than hand.	<u>X</u>	Stooping – bending body downward, forward at waist, with full motion of lower extremities and back.	
Grasping – applying pressure to object with fingers, palm.		Talking 1 – expressing ideas by spoken word.	<u>X</u>

Handling – picking, holding, or working with whole hand.	<u>X</u>	Talking 2 – shouting to be heard above ambient noise.	
Hearing 1 – perceiving sounds at normal speaking levels, receive information.		Visual Acuity 1 – prepare, analyze data, transcribing, computer terminal, extensive reading.	<u>X</u>
Hearing 2 – receive detailed information, make discrimination in sound.	<u>X</u>	Visual Acuity 2 – color, depth perception, field of vision.	
Kneeling – bending legs at knee to come to rest at knees.		Visual Acuity 3 – determine accuracy, neatness, observe facilities/structures.	
Lifting – raising objects from lower to higher position, moving objects side to side, using upper extremities, back.		Visual Acuity 4 – operate motor vehicles/heavy equipment.	
Mental Acuity – ability to make rational decisions through sound logic, deductive reasoning.	<u>X</u>	Visual Acuity 5 – close acuity for inspection of small defects, machines, use measurement devices, or fabricate parts.	
Pulling – use upper extremities to exert force, haul or tug.		Walking – on foot to accomplish tasks, long distances, or site to site.	

TYPE OF WORK

Work performed is primarily:

- Sedentary work*: Exerting up to 10 pounds of force occasionally and/or negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body.
- Light work*: Exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force to move objects.
- Medium work*: Exerting up to 50 pounds of force occasionally, and/or up to 30 pounds of force frequently, and/or up to 10 pounds of force constantly to move objects.
- Heavy work*: Exerting up to 100 pounds of force occasionally, and/or up to 50 pounds of force frequently, and/or up to 20 pounds of force constantly to move objects.
- Very heavy work*: Exerting in excess of 100 pounds of force occasionally and/or in excess of 50 pounds of force frequently, and/or in excess of 20 pounds of force constantly to move objects

WORK ENVIRONMENT

May be required to work hours other than the regular schedule including nights, weekends, and holidays.

Work is performed in a safe and secure work environment that may periodically have unpredicted requirements or demands.

To perform this job successfully, an individual must be able to perform the essential job functions satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the primary job functions described herein. Since every duty associated with this position may not be described herein, employees may be required to perform duties not specifically spelled out in a job description, but which may be reasonably considered to be incidental in the performing of their duties just as though they were actually written out in a job description.

St. Petersburg College has the right to revise a classification or job description at any time. This description does not represent in any way a contract of employment.