



Job Description – Research Analyst

Job Title: Research Analyst
Last Date Revised: June 25, 2018
Reports to: Director of Research & Analysis
FLSA Status: Exempt

The Austin DMO, Inc. (d/b/a Downtown Austin Alliance) is a non-profit, 501(c)(4) corporation dedicated to increasing the value and vitality of downtown Austin. The organization is engaged in a myriad of projects and issues that contribute to the safety, cleanliness, accessibility, and appeal of downtown Austin for the enjoyment of residents, employees, and visitors. Broadly speaking, the organization’s vision and voice are manifest in two primary ways. The first way is through advocacy and engagement in planning decisions that impact downtown. The second way is through direct services that supplement city services of cleanliness and safety. The areas of focus include promoting economic development, recruiting appropriate retail businesses, improving access and mobility, addressing key safety and cleanliness issues, partnering to revitalize parks and green spaces, and fostering the success of arts, entertainment and cultural events and programs in downtown Austin.

Purpose of Position

The purpose of this position is collecting, analyzing, and managing data. This includes the maintenance of data tables, monitoring usage and research trends, monitoring data integrations, and coordinating staff training to enhance the use of research supporting tools. The analyst will be responsible for pulling relevant data to support projects and programs of the Downtown Alliance. The position will work with relational, structured, and geospatial databases and will serve as the database administrator for our research systems.

Essential Job Responsibilities

Determines issues and identifies parameters for gathering information for a specific project. Collects information and establishes a database to catalog, update and retrieve data.
Simplifies and translates complex data and provides high-level summaries and options for a variety of internal audiences. Authors or edits technical reports to provide a summary of findings.
Plans, designs, implements and tests new research systems and methodology, evaluating results for reliability and accessibility.

Analyzes data to determine trends, anomalies or discrepancies.
Data management: Runs queries and reports on key measures. Maintains data tables structured and defined by director of research. Audits and scrubs data. Monitors and measures use.
Designs ancillary visual graphics to enhance reporting.
Designs methodology for tracking data using various software programs.
Exchanges results of research data with other staff, agencies or technical groups.
Sets up workflows, coordinates staff training on use of research platforms to enhance organizational efficiency. Manages staff permissions and access.

Minimum Job Qualifications:

Education and Experience

Bachelor’s degree from an accredited college or university with major coursework in Computer Science, Business Administration, Public Administration, Social Sciences or related field, to include six (6) semester hours involving or related to statistics and two (2) years of experience in a research field.

Desired Competencies and Skills:

Use of Business Intelligence Tools such as Microsoft PowerBI, Tableau, Microstrategy, or similar.
 Use of Geospatial Mapping software such as ESRI ArcGIS, Tableau, CartoDb, Mapbox or similar.
 Use of Customer Relationship Management software such as Neon, Salesforce, Membership, or similar.
 Skill in pivot tables, excel, access database, and other.
 Skill in coding, app development, and query design or similar.
 Skill in data visualizations and digital storytelling.
 Knowledge of API’s, integrations, data architecture or similar

Certifications / Additional Job Requirements

- N/A

Competencies and Skills:

- Knowledge of statistical methodology.
- Strong interpersonal communication skills.
- Able to multi-task and prioritize multiple projects.
- Skill in data analysis and problem solving.
- Able to assess information and summarize findings.
- Able to establish database to maintain or track data.
- Able to author technical documents.
- Able to identify variables and utilizing various resources to gather data.
- Able to work with frequent interruptions and changes in priorities.

Management / Supervisory Responsibility:

This position is not responsible for the supervision of others.

Accountabilities:

- | | | | |
|--|---------------------------------------|--|---|
| <input type="checkbox"/> Hire/Term | <input type="checkbox"/> Compensation | <input type="checkbox"/> Budgets | <input type="checkbox"/> Assign Work |
| <input checked="" type="checkbox"/> Discipline | <input type="checkbox"/> Appraisals | <input checked="" type="checkbox"/> Planning | <input type="checkbox"/> Work Review |
| <input type="checkbox"/> Coaching | <input type="checkbox"/> Promotions | <input checked="" type="checkbox"/> Training | <input checked="" type="checkbox"/> Work Leader |

Knowledge Required:

Physical & Sensory Demands of the Position

Physical, sensory and mental requirements necessary to perform this job

Seeing	Yes	Driving	No	Judgment	Yes
Perceptions	Yes	Pushing/Pulling	No	Decision Making	Yes
Hearing	Yes	Communications	Yes	Understanding	Yes
Speech	Yes	Verbal	Yes	Problem Solving	Yes
Dexterity	Yes	Reading	Yes	Directions	Yes
Movement	No	Writing	Yes		<input type="checkbox"/>
Climbing	No	Clerical	No		<input type="checkbox"/>
Lifting/Carrying	No	Analysis	Yes		<input type="checkbox"/>
- # of lbs.		Comprehension	Yes		<input type="checkbox"/>