**JOB TITLE: Data Analyst**

**DEPARTMENT: Information Technology Revised Date: 04/19**

**COMPANY: Gestalt**

**FLSA STATUS: 🗹** Exempt **🞎** Non-Exempt **Level: 3-13**

**REPORTS TO: VP Integrations Services**

**Summary:** The qualified candidate will provide direct technical support to clients by interacting to understand the issue/project, fix issues, provide solutions and think outside of the box. This position works with a team of data analysts to support and enhance existing software database systems and processes used in laboratories. Responsible for monitoring, supporting, and proactively managing database applications.

**General Description:**  The Data Analyst must be able to work effectively and efficiently in a fast paced office environment in meeting continual deadlines. The Data Analyst must be able to handle multiple priorities with constant interruptions. Organization is essential in order to meet deadlines. A sense of urgency, the ability to make good decisions, and the prioritization of tasks is necessary. Daily checking and monitoring of systems and applications is a must. The Data Analyst must be able to support mission critical applications in a 24x7 environment.

**Essential Duties / Responsibilities:** To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

* Onsite and/or remote installation, configuration, analysis, repair, and support
* Performs Data Analyst activities in all phases of a project that includes: discovery, design, build, test, and deploy systems and applications.
* Builds, tests and implements HL7 interfaces.
* Participates in the Statements of Work preparation process to accurately define the scope of the project.
* Interfaces with various customers at the technical level and propose viable solutions in real time during customer meetings.
* Effectively identifies, prioritizes, and translates business goals/objectives into information technology strategies/solutions.
* Works with customers to identify high-level business requirements.
* Monitors project resources, set priorities, and provide project status reporting.
* Proactively identifies areas for back-end or server based improvements.
* Provides technical support to critical applications and/or user requests in 24x7 environments.
* Provides system and application management to include backup solutions, and security.
* Develops custom reports based on customer requests.
* Ensures backup of all systems and is focused on data integrity.
* Manages all administrative and other business critical applications.
* Follows security guidelines.
* Recommends technical solutions, adjustments, or configurations as requested by Project Managers and other Data Analysts.
* Participates in the implementation of upgrades or new application deployments.
* Creates Technical training plans and conducts training as necessary.
* Creates and manages the execution of technical based test plans for upgrades and new software deployments.
* Develops and maintains fundamental knowledge, at a server or back-end level, of application functionality.
* General knowledge of SQL Server, SQL, JSON, general scripting and general database concepts
* General knowledge of HL7 and interface engines
* Maintains appropriate technical documentation necessary for IT Operations, training, and analysis.
* Other duties as assigned

Occasional regional travel, weekend work and on-call rotation will be required.

**General Duties and Responsibilities:**

* Ability to maintain strict confidentiality.
* Honest, pleasant manner, and good personal hygiene.
* Free of alcohol and drug abuse.
* Excellent communication and interpersonal skills.
* Detail oriented, ability to multi-task, organized, and able to work in a fast paced environment.
* Demonstrates self-directed learning and participation in continuing education through professional journals, approved seminars, etc.
* Adheres to departmental standards and personnel policies by demonstrating professional demeanor in conduct and appearance.
* Follows company departmental standards and personnel policies by using good teamwork and communication skills to help identify concerns and solutions, assisting where needed to ensure a smooth functioning department.
* Performs other duties as required by displaying team spirit and self-growth, accepting and performing other projects and responsibilities, and requesting other projects and responsibilities.
* Rotates to other shifts and locations as needed
* Follows all Health and Safety policies and guidelines of Gestalt and its partners depending on work location

**Supervisory Responsibilities:**

* There is no responsibility in this position

**Advocacy:**

1. Treats all clients with dignity and respect
2. Provides excellent customer service
3. Conforms to Joint Commission and HIPAA regulations
4. Complies with PHI (Protected Health Information)
5. Demonstrates the Gestalt values by knowing and understanding the mission, vision and goals
   * Communicate Specifically, Do What You Say You’ll Do, Operate With an “Ownership” Mentality, Do the Right Thing, Choose Your Attitude – Find the Positive

**Qualifications:**

* *Education:* Bachelors Degree in related field or equivalent experience
* *Experience:* Two years of related experience required including--
  + One to two years of data experience required
  + General knowledge of SQL Server, database structure, and scripting
  + Excellent communications, interpersonal and customer support skills.
  + Ability to work in a high energy, team environment.
  + One year of experience in IT implementation projects/applications
* *Computer Skills***:** Experience with the following computer applications is highly desired: Microsoft Office products (Outlook, Word, Excel, Visio); Internet, Intranet
* *Drug Test*: Eligible employees must be able to pass a post-offer, pre-employment drug test which includes marijuana.

**Work Environment:** The work environment characteristics described here 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.

Blood Borne Pathogens Category: I  II  III

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| --- | --- | --- | --- | --- | --- |
| Physical Requirements | **N/A** | **Rarely**  **( 1-12%)** | **Occasionally**  **( 13-33%)** | **Frequently**  **( 34-66%)** | **Regularly**  **( 67-100%)** |
| Standing |  |  |  |  | x |
| Walking |  |  |  |  | x |
| Climbing |  |  | x |  |  |
| Sitting |  |  | x |  |  |
| Stooping / Kneeling |  |  |  |  | x |
| Lift/Carry up to 15 lbs. |  |  |  | x |  |
| Lift/Carry up to 30 lbs. |  |  |  | x |  |
| Lift/Carry up to 50 lbs. |  |  |  | x |  |
| Push/Pull up to 25 lbs. of exertion |  | x |  |  |  |
| Push/Pull up to 50 lbs. of exertion |  | x |  |  |  |
| Work below waist level |  |  |  |  | x |
| Work at waist to shoulder level |  |  |  |  | x |
| Work above shoulder level |  |  |  |  | x |
| Reach further than arm's length |  |  |  |  | x |
| Fingering |  |  |  |  | x |
| Grasping / Holding |  |  |  |  | x |
| Talking |  |  |  |  | x |
| Hearing |  |  |  |  | x |
| Seeing |  |  |  |  | x |
| Work in confined spaces |  |  |  |  | x |
| Exposed to extreme temperatures |  |  |  | x |  |
| Operate tools or machinery (incl. office equip.) |  |  |  |  | x |
| Operate motorized vehicles/equipment |  |  |  | x |  |
| Work at heights balancing |  |  | x |  |  |
| Use/exposed to hazardous substances | x |  |  |  |  |

**Rate of Pay:**  Data Analyst rate of pay as determined by current pay levels.

*This description is intended to describe the essential job functions and the essential requirements for the performance of this job. It is not an exhaustive list of all duties, responsibilities and requirements of a person so classified. Other functions may be assigned and management retains the right to add or change the duties at any time.*

**Signatures:** At time of hire or upon acceptance of this position: The undersigned has read this job description and agrees that it defines the position as it currently exists.

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***Employee Signature Date***

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***Witness Signature Date***