

## Chelan PUD Data Analyst Level Guide

Category	Data Analyst I	Data Analyst II	Data Analyst Sr.
<b>Job Purpose</b>	Design, develop, enhance and utilize advanced data analytics and business intelligence information to enable the District to build and sustain a 'best in industry' data-driven decision making environment, supporting a culture of continuous learning.		
<b>Key Core Functions</b>	<ol style="list-style-type: none"> <li>1. Data Analytics                             <ul style="list-style-type: none"> <li>• Support the design, development and use of advanced data analytics and tools to meet customer and business needs.</li> <li>• Analyze data, formulate and communicate insights.</li> <li>• Perform basic analysis of large and diverse datasets, such as advanced metering data, hydro operational data, etc.</li> <li>• Programmatically evaluate noisy data and develop automated analytics processes.</li> <li>• Explore data sources, processes, uses and definition.</li> <li>• Clean, process and translate data into model designs that are tested, refined, moved to production and maintained.</li> </ul> </li> <li>2. Business Intelligence                             <ul style="list-style-type: none"> <li>• Support the design, development and use of new and existing business intelligence processes and reporting tools.</li> <li>• Conduct quality assurance checks.</li> <li>• Create recurring reports.</li> <li>• Develop reporting dashboards</li> <li>• Perform ad-hoc requests as assigned, etc.</li> <li>• Provide direct support of business intelligence tools, data environment, performance reporting metrics, and financial data cubes.</li> </ul> </li> </ol>	<p>May perform duties of a Level I as well as the following at least 2/3 of the time:</p> <ol style="list-style-type: none"> <li>1. Data Analytics                             <ul style="list-style-type: none"> <li>• Design, develop, enhance and use advanced data analytics and tools to meet customer and business decision-making needs.</li> <li>• Analyze complex data and related information and formulate a wide range of insights. Draw conclusions and recommend new or changes to existing analytics</li> <li>• Perform research &amp; analysis on data analytics practices and techniques</li> <li>• Be a data and analytics resource for special projects, client requests and reports requiring analytics.</li> </ul> </li> <li>2. Business Intelligence                             <ul style="list-style-type: none"> <li>• Collaborate on design, development, and troubleshoot new and existing business intelligence reporting tools.</li> <li>• Identify data-driven information, metrics and reporting needs and requirements.</li> <li>• Seek opportunities for stakeholders to utilize data analytics and business intelligence tools to enhance District's capabilities in being a data-driven organization</li> <li>• Test and validate tools and data for accuracy.</li> </ul> </li> </ol>	<p>May perform duties of a Level I or II as well as the following at least 2/3 of the time:</p> <ol style="list-style-type: none"> <li>1. Data Analytics                             <ul style="list-style-type: none"> <li>• Initiate and coordinate design, development and use of advanced data analytics and tools and provide mentoring and guidance to peers and subordinate staff to respond to internal analytical requests</li> <li>• Analyze complex and sometimes unstructured data, draw conclusions and make recommendations.</li> <li>• Perform complex and extensive analysis of large and diverse datasets.</li> </ul> </li> <li>2. Business Intelligence                             <ul style="list-style-type: none"> <li>• Initiate and coordinate the design, development and implementation of business intelligence solutions...</li> <li>• Lead discussions with the Data Analytics and Business Intelligence core team.</li> <li>• Research and evaluates new and existing data analytics and business intelligence reporting tools</li> </ul> </li> <li>3. Reporting, Communications &amp; Collaboration                             <ul style="list-style-type: none"> <li>• Foster strong collaborative working relationships with members of cross-functional teams and internal stakeholders, prioritizing and resolving roadblocks, and seeking ways to improve methods for utilization of</li> </ul> </li> </ol>

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	<ul style="list-style-type: none"> <li>• Test, monitor, validate and publish business intelligence content.</li> </ul> <p>3. Reporting, Communications &amp; Collaboration</p> <ul style="list-style-type: none"> <li>• Perform basic ad-hoc requests, including data analytics, reporting needs, and process improvements and automations.</li> <li>• Provide data analytics insights and expertise and actively participate on Data Analytics and Business Intelligence core team.</li> <li>• Collaboratively work and communicate with members of cross-functional teams and internal stakeholders.</li> </ul>	<p>2. Reporting, Communications &amp; Collaboration</p> <ul style="list-style-type: none"> <li>• Build and maintain strong collaborative working relationships.</li> <li>• Provide regular progress updates and feedback to management and customers.</li> <li>• Leverage internal subject matter expertise.</li> <li>• Train and coach users of business intelligence and data analytics tools.</li> <li>• Perform complex ad-hoc requests, including data analytics, reporting needs, and process improvements and automations.</li> <li>• Make written and verbal recommendations to management to provide ongoing insight into strategy and operations.</li> </ul>	<p>data analytics and business intelligence</p> <ul style="list-style-type: none"> <li>• Develop Board level presentations and management communications.,</li> <li>• Perform ad-hoc requests as assigned and make recommendations to management related to strategy and operations insights.</li> <li>• Perform extensive analysis on complex ad-hoc requests, including data analytics, reporting needs, and process improvements and automations</li> <li>• May lead special projects.</li> </ul>
<b>Education &amp; Certifications</b>	<ul style="list-style-type: none"> <li>• Bachelor's degree (B.S., B.A. from a college or university) in mathematics, business, information technology, management information systems, or related field or equivalent combination of education and experience.</li> </ul>	<ul style="list-style-type: none"> <li>• Bachelor's degree (B.S., B.A. from a college or university) in mathematics, business, information technology, management information systems, or equivalent combination of education and experience.</li> <li>• Master's Degree preferred</li> </ul>	<ul style="list-style-type: none"> <li>• Bachelor's degree (B.S., B.A. from a college or university) in mathematics, business, information technology, management information systems, or related field or equivalent combination of education and experience.</li> <li>• Master's Degree preferred</li> </ul>
<b>Required Minimum Experience</b>	<ul style="list-style-type: none"> <li>• This position typically requires a minimum of one (1) year of experience in a data analytics, business intelligence, or closely related role.</li> <li>• Candidates will have demonstrated experience designing, developing and implementing one or more of the following:                             <ul style="list-style-type: none"> <li>○ Technology solutions to support user needs</li> <li>○ Data analytics</li> <li>○ Corporate performance reporting and/or dashboards.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• This position typically requires a minimum of four (4) years progressively responsible experience in a data analytics or business intelligence role with demonstrate examples of designing, developing and implementing all of the following:                             <ul style="list-style-type: none"> <li>○ Technology solutions to support user needs</li> <li>○ Complex data analytics</li> <li>○ Corporate performance reporting, and dashboards</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• This position typically requires seven (7) years of progressively responsible experience in a data analytics or business intelligence role with demonstrated in-depth experience designing, developing and implementing technology solutions to support user needs, including complex data analytics in a variety of subjects, corporate performance reporting, and development of dashboards.</li> </ul>

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<b>Knowledge</b>	<ul style="list-style-type: none"> <li>• Working knowledge of data analytics around large production data and operational datasets using a variety of techniques using mathematics and statistics.</li> <li>• Working knowledge of quantitative analysis and programming techniques.</li> <li>• Working knowledge of analytics, data mining, and data cleansing</li> <li>• Knowledge of data warehousing/business intelligence best practices, methodologies, standards, and data architectures.</li> <li>• Knowledge of operating systems, relational database design, logical data modeling, data warehousing, and relational database management systems.</li> <li>• Familiarity with management decision making subjects and concepts, such as finance and accounting.</li> </ul>	<p>Same as Level I plus:</p> <ul style="list-style-type: none"> <li>• Solid working knowledge of complex analytics around large production data and operational datasets using a variety of techniques using mathematics and statistics, such as K-means clustering, parametric and non-parametric regressions, time series analysis, Monte Carlo simulations, and decision trees, etc.</li> <li>• Solid working knowledge of quantitative analysis and programming techniques, such as R, Python SQL, and other tools to translate complex and diverse data structures into useful insights to support decision-making.</li> <li>• Solid working knowledge of analytics, data mining, and data cleansing</li> <li>• Working knowledge of advanced analytical, data visualization, and machine learning techniques, such as cluster analysis and neural networks.</li> <li>• Strong working knowledge of tools like Cognos, Oracle Business Intelligence Enterprise Edition.</li> <li>• Strong working knowledge of online analytical processing (OLAP), software as a service application, data cubes, SQL tools, business objects and data mining tools, and similar tools.</li> <li>• Working knowledge of tools such as OSIssoft PI, Maximo, Primavera.</li> <li>• Working knowledge of business process notation</li> <li>• Working knowledge of finance and accounting concepts</li> </ul>	<p>Same as Levels I and II plus:</p> <ul style="list-style-type: none"> <li>• Extensive knowledge and thought leader of advanced analytics around large production data and operational datasets.</li> <li>• Extensive knowledge of advanced analytical, data visualization, and machine learning techniques, such as cluster analysis and neural networks.</li> <li>• Extensive knowledge of data warehousing/business intelligence best practices, methodologies, standards, and data architectures.</li> <li>• Extensive knowledge of advanced data analytics tools and software, such as OSIssoft PI.</li> <li>• Strong knowledge of management decision making subjects and concepts such as finance and accounting.</li> </ul>

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<b>Skills</b>	<ul style="list-style-type: none"> <li>• Strong interpersonal and teamwork skills to solve problems creatively.</li> <li>• Good communication skills that can effectively communicate complex subjects to a variety of audiences.</li> <li>• Strong customer service skills and orientation.</li> <li>• Detail oriented with a high level of intellectual curiosity.</li> <li>• Strong logic and reasoning skills</li> <li>• Strong critical thinking skills</li> </ul>	<p>Same as Level I plus:</p> <ul style="list-style-type: none"> <li>• Strong communication skills to effectively communicate complex subjects to a variety of audiences, including management.</li> <li>• Facilitation skills with ability to lead effective and productive meetings.</li> <li>• Strong customer service skills</li> <li>• Strong detail orientation with a high level of intellectual curiosity.</li> </ul>	<p>Same as Levels I and II plus:</p> <ul style="list-style-type: none"> <li>• Outstanding interpersonal and teamwork skills with the ability to resolve conflict, remove barriers and roadblocks and solve problems creatively.</li> <li>• Outstanding verbal and written communication skills that can effectively communicate complex subject matter up, down and across the organization, including the Board and General Manager.</li> <li>• Project management skills, including development and management of scope, schedule, budget and resource allocation.</li> </ul>
<b>Abilities</b>	<ul style="list-style-type: none"> <li>• Ability and desire to solve problems and develop solutions.</li> <li>• Able to analyze data and issues in a disciplined, structured and analytical manner, and leverage various tools and techniques such as mathematics, statistics and data science to create solutions.</li> <li>• Ability to utilize information in both quantitative and qualitative form to inform development of actions.</li> <li>• Able to identify and weigh strengths and weaknesses of alternative solutions.</li> <li>• Able to formulate a solution to a business problem, translate it into requirements or quantitative terms using analytical tools, analyze the results, iteratively refine the solution and effectively communicate results.</li> <li>• Ability to translate user requests into functional and technical requirements and effectively communicate with both the end user and technical team.</li> <li>• Ability to work constructively and maintain a positive outlook when facing tight deadlines.</li> </ul>	<p>Same as Level I plus:</p> <ul style="list-style-type: none"> <li>• Able to weight strengths and weaknesses of alternative solutions, both quantitatively and qualitatively.</li> <li>• Able to analyze, conclude and make recommendations on best approach considering multiple factors such as cost and risk.</li> <li>• Able to facilitate cross-functional team discussions including both technical and non-technical participants.</li> <li>• Ability to translate complex user requests into technical requirements and effectively communicate with both the end user and technical team, including both staff and management.</li> <li>• Ability to exercise a high degree of independent judgment and demonstrated self-starter.</li> <li>• Ability to utilize information in both quantitative and qualitative form to inform development of actions, draw conclusions and make recommendations.</li> </ul>	<p>Same as Levels I and II plus:</p> <ul style="list-style-type: none"> <li>• Ability and desire to solve problems, identify data-driven opportunities and develop solutions.</li> <li>• Able to resolve conflict, remove barriers and roadblocks.</li> <li>• Able to lead and mentor junior level staff.</li> </ul>

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	<ul style="list-style-type: none"> <li>• Ability to plan, organize and prioritize work in order to optimize progress on multiple assignments and successfully meet deadlines.</li> <li>• Ability to accept constructive feedback.</li> <li>• Ability to work collaboratively on a team</li> <li>• Must enjoy the challenge and nuances of applying technology solutions to complex and often imperfect datasets.</li> </ul>	<ul style="list-style-type: none"> <li>• Ability to overcome roadblocks, and effectively work through an entire process.</li> <li>• Strong ability to understand operational data and effectively apply analytics to formulate useful information.</li> <li>• Able to work independently.</li> </ul>	
<b>Decision making</b>	<ul style="list-style-type: none"> <li>• Works under close to general supervision</li> <li>• Work priorities are primarily established by the supervisor.</li> <li>• Keeps supervisor regularly informed of work status</li> </ul>	<ul style="list-style-type: none"> <li>• Able to independently develop and analyze business cases and decision evaluation criteria.</li> <li>• Works under general supervision</li> <li>• Has a fair amount of latitude in determining work priorities.</li> <li>• Consults supervisor when problems occur</li> </ul>	<ul style="list-style-type: none"> <li>• Makes management recommendations on topics with impacts on operations or customers.</li> <li>• Works independently under minimal supervision</li> <li>• Has broad latitude in determining work priorities.</li> <li>• Keeps supervisor informed of unusual or politically sensitive issues</li> </ul>

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<b>Complexity</b>	<ul style="list-style-type: none"> <li>• Assists higher level professional or managerial staff.</li> <li>• Performs research to develop recommendations on project requirements, process, technical approach and software tools needed to develop data analytics and/or business intelligence solutions.</li> <li>• Acts as a liaison and communicator between core data analytics and business intelligence team, operations and other stakeholders.</li> <li>• Translates non-technical information into technical terms and vice-versa.</li> <li>• Seeks out solutions to moderately complex problems.</li> </ul>	<ul style="list-style-type: none"> <li>• Conducts research and analysis to support professional and/or managerial staff in performing data analytics and business intelligence initiatives through delegated assignments, performing independent tasks with limited direction, and drawing conclusions to make recommendations that contribute to decision making</li> <li>• Determines project requirements, process, technical approaches and software tools needed to develop data analytics and/or business intelligence solutions</li> <li>• Facilitates communications between core data analytics and business intelligence team, operations and other professional stakeholders</li> <li>• Translates non-technical information into technical terms and vice-versa communication to a broad range of audiences up, down and across the District.</li> <li>• Independently prioritizes work and assignments, managing deadlines and competing priorities.</li> <li>• Expected to propose solutions to moderately complex problems.</li> </ul>	<ul style="list-style-type: none"> <li>• Conducts research and analysis in data analytics and business intelligence initiatives through delegated assignments, performing independent tasks and, drawing conclusions for decision making</li> <li>• Performs research to identify project requirements, process, technical approaches and software tools needed to develop data analytics and/or business intelligence solutions.</li> <li>• Leads communications between core data analytics and business intelligence team, operations and other stakeholders.</li> <li>• Translates non-technical information into technical terms and vice-versa communication to a broad range of audiences up, down and across the District, including the Board and General Manager.</li> <li>• Independently prioritizes work and assignments managing deadlines and competing priorities; may delegate work to lower level Data Analysts</li> <li>• Is expected to propose and be able to implement solutions to highly complex problems.</li> </ul>
<b>Supervision &amp; Project Leadership</b>	<ul style="list-style-type: none"> <li>• Participates on project teams performing individual assignments.</li> <li>• Coordinates and facilitates project team meetings.</li> <li>• May lead data analytics, business intelligence initiative, or research efforts of a limited nature.</li> </ul>	<p>Same as Level I plus:</p> <ul style="list-style-type: none"> <li>• Participates on project teams</li> <li>• May lead data analytics, business intelligence initiative, or research efforts with small scope and impact.</li> <li>• May provide training and guidance to junior level staff.</li> </ul>	<p>Same as Levels I and II plus:</p> <ul style="list-style-type: none"> <li>• Leads data analytics, business intelligence or research projects with a moderate scope and impact.</li> <li>• Coordinates activities and action items of others involved in complex planning processes.</li> <li>• Trains and mentors junior level staff, across divisions.</li> </ul>

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<b>Advancement/ Career Path</b>	<p>This is the first level position in the job family.</p> <p>To advance to a Data Analyst II, incumbent must be able to perform all the essential functions of the higher level position, at a basic level. Advancement is subject to approval of the business need and salary budget availability. The typical advancement timeline is a minimum of 3 years.</p> <p>Advancement may be subject to approval of an open higher level position. Open positions require a competitive recruiting process in accordance with District policy, unless an exception is granted by HR and the General Manager.</p>	<p>This is the intermediate level in the job family.</p> <p>To advance to a Data Analyst Sr., incumbent must be able to perform all the essential functions of the higher level position, at a basic level. Advancement is subject to the approval of the business need and salary budget availability. The typical advancement timeline is a minimum of 3 years.</p> <p>Advancement may be subject to approval of an open higher level position. Open positions require a competitive recruiting process in accordance with District policy, unless an exception is granted by HR and the General Manager.</p>	<p>This is the career or fully skilled professional level position within the Data Analyst job family. This is the level at which an individual may remain for the duration of their career.</p> <p>Incumbents in this position develop many of the skills necessary to become a Data Analytics and Business Intelligence Manager. Refer to the Data Analytics and Business Intelligence Manager job description for more information about the necessary knowledge, skills or abilities needed to compete for an open position.</p> <p>Advancement to the Manager level or to another job outside of this job family is subject to a vacancy, and typically requires a competitive recruitment process in accordance with District policy</p>