



Your Touchstone Energy® Cooperative 

SUMMARY POSITION DESCRIPTION

POSITION TITLE:	Data & Report Analyst
DEPARTMENT:	Information Technology
REPORTS TO:	IT Business Relationship Manager
DIRECTLY SUPERVISES:	None
FLSA CLASS:	Exempt
SALARY GRADE:	

Position Summary

The Data & Reporting Analyst is a key contributor responsible for designing, developing, testing, and supporting business intelligence, analysis, and reporting solutions within the cooperative. This individual will also ensure adherence to current reporting procedures and techniques. Additionally, they will assist in maintaining and improving data quality while supporting application systems across the cooperative.

Essential Responsibilities and Duties

1. Develops & Implements Report Solutions

- 1.1. Analyzes and collects data for various types of business reports.
- 1.2. Develops reports aligning with approved requirements, providing key data insights.
- 1.3. Monitors data for changes and regularly examines reports to identify and resolve issues.
- 1.4. Addresses complaint issues for reports and data systems and helps identify solutions.
- 1.5. Maintains in depth knowledge of the processes relevant to data analytics that are in place for each department while identifying areas for process improvement and escalates to management when necessary.
- 1.6. Educates team members and leaders across the organization on reporting capabilities and best practices.

2. Supports Data Management Initiatives

- 2.1. Assists with data assurance and migration tasks to streamline system integrations.
- 2.2. Applies quality assurance best practices for data analysis services.
- 2.3. Assists in the development of data management policies and procedures.
- 2.4. Identify questions and problem solve using data analysis and communicate the results to various stakeholders.

3. Supports the Cooperative's Business Applications.

- 3.1. Assists in implementing and maintaining applications.
- 3.2. Collaborates with cooperative leaders to ensure application availability and change requests are documented with requirements, prioritized, tested, and completed in a timeline manner.
- 3.3. Adheres to department standards for Change and Incident Management. Records, tracks, and documents the problem-solving process, including all successful and unsuccessful decisions made, and actions taken, through to final resolution.
- 3.4. Communicates application problems, incidents and issues to key stakeholders, including management, end users, business leaders, and third-party vendors.

- 3.5. Tests, fixes, and performs post-resolution follow-ups to ensure problems have been adequately resolved.
- 3.6. Contributes idea sharing with team members and stakeholders to implement new features as they become available or are requested by the business lines.
- 3.7. Provides support for the testing of new and existing enterprise applications under development or consideration.

4. Supports Report, System, & Processes Documentation

- 4.1. Assists in the development and maintenance of report and data catalogs.
- 4.2. Maintains documentation of assets, resource location, and configurations.
- 4.3. Creates and maintains system architecture and operational documentation.
- 4.4. Collaborates with stakeholders to document technical systems and processes.
- 4.5. Conducts routine audits of documented systems, providing recommendations based on findings.

5. Performs other duties as assigned.

Accountabilities

1. With supervision, technical contributor to problem resolution and escalation related to user support of critical systems.
2. With supervision, report writer and contributor to business intelligence solutions.
3. Team facilitation, as measured by behavioral characteristics, internal collaborative efforts, and internal process enhancements.
4. With supervision, development, implementation, and integration of the cooperative's enterprise systems.

Qualifications

1. Bachelor's Degree from an accredited institution or related technical field.
2. Advanced skills in Microsoft Excel and other relevant software programs.
3. Demonstrated experience in a reporting role is preferred.
4. Strong critical thinking and research skills.
5. Ability to effectively communicate with others, both orally and in writing is essential.
6. Ability to troubleshoot problems and analyze data.
7. Training in customer service and support or operations is preferred.
8. Must be member-service oriented and possess the ability to work in a fast-paced environment, effectively handle multiple projects and priorities, consistently meeting project deadlines with a high degree of accuracy and attention to detail.
9. Enthusiastic team player who takes initiative, able to balance multiple priorities, is detail oriented and deadline driven.
10. Valid State Issued Drivers' License.

Working Conditions

1. Regular business office hours between Monday through Friday 8:00 AM to 5:00 PM
2. Frequent work outside of regular business hours is required.
3. Generally accepted office working conditions.
4. Occasional day and overnight travel may be required.

Physical Demands of the Position

Information Technology Analyst

1. Physical activity, to include walking, stopping, bending, lifting up to 25 lbs., climbing, kneeling, reaching, crawling, and pushing. Repetitive motion with hands and fingers.
2. Must be able to communicate clearly and accurately for work and safety compliance. Must be able to see close and far distances.

Jo-Carroll Energy reserves the right to revise or change position duties and responsibilities. This position description does not constitute a written or implied contract of employment.

Jo-Carroll Energy, Inc (NFP) is an equal opportunity employer that is committed to diversity and inclusion in the workplace. We prohibit discrimination and harassment of any kind based on race, color, sex, religion, sexual orientation, national origin, disability, genetic information, pregnancy, or any other protected characteristic as outlined by federal, state, or local laws.

This policy applies to all employment practices within our organization, including hiring, recruiting, promotion, termination, layoff, recall, leave of absence, compensation, benefits, training, and apprenticeship. Jo-Carroll Energy, Inc (NFP) makes hiring decisions based solely on qualifications, merit, and business needs at the time.

I have read and understand this Position Description.

Accepted by: _____
Employee

Date: _____

Witnessed by: _____
Human Resources

Date: _____

Revised

2/11/2024 – Revise functions & Reporting (DM)

09/6/2022 – Revise Title & Criteria (DM)