



Montachusett Regional Transit Authority
Job Description

Position Title: Data Analyst

Department: Brokerage Administration

Reports to: Executive Director

Revised Date: 1/19/22

Employment Status: Full-time 37.5 hours per week, at minimum

Comp Grade: 9

Work Hours: TBD based on business needs between the hours of 8AM – 5PM

FLSA: Exempt

Supervisory Responsibilities: N/A

Position Summary:

This position supports the brokerage operations by analyzing business data for use in decision making and organization efficiency improvement initiatives. Develops and implements applications to transfer data into meaningful, readable and understandable information using programming languages and or visualization software. Applies data mining, modeling, natural language processing and machine learning to extract and analyze information from multiple dataset platforms. Visualizes, interprets and or creates reports from data.

Essential Functions/Position Responsibilities:

- Develops, implements, and maintains leading-edge analytic systems, takes complicated problems, and builds simple frameworks
- Creates Power BI reports and dashboards based on business requirements
- Identifies trends and opportunities for growth through analysis of complex data sets
- Establishes best-practice reports based on data mining, analysis, and visualization
- Evaluates internal systems for efficiency, problems, and inaccuracies, develops, and maintains protocols for handling, processing, and cleaning data
- Collaborates directly with management and end users to gather requirements, provide status updates, and build relationships. Seeks to understand and maintain focus on analytical needs identifying critical metrics and KPIs, and delivers actionable insights to relevant decision-makers
- Analyzes data proactively to answer key questions from stakeholders or out of self-initiated curiosity with an eye for what drives business performance, investigating and communicating areas for improvement in efficiency and productivity
- Creates and maintaining rich interactive visualizations through data interpretation and analysis integrating various reporting components from multiple data sources
- Implements and defines data acquisition and integration logic, selecting appropriate combination of methods and tools within defined technology stack to ensure optimal scalability and performance of the solution
- Develops and maintains databases by acquiring data from primary and secondary sources, and builds scripts that allows our data evaluation process to be flexible/scalable across data sets

When duties and responsibilities change, the employee may be asked to perform other duties as required as business needs dictate. Employees are required to identify any changes in their job duties since the descriptions were last reviewed. Additionally, MART may ask that employees conduct a review of their position as part of the performance-evaluation process.

Qualifications:

- Bachelor’s degree in Mathematics, Computer Science, or Statistics
- 2+ years’ experience mining data as a data analyst and working knowledge of Power BI
- Prior experience with database and model design and segmentation techniques along with strong programming experience with frameworks including XML, ETL, and JSON
- Demonstrated SQL knowledge
- Practical experience in statistical analysis using statistical packages including Excel, SPSS
- Proven success working in a collaborative, team-oriented environment
- Experience with languages such as Python or other program languages a plus
- Must maintain confidentiality of PHI & HIPAA
- Reliable means of transportation

Skills:

- Proven analytic skills, including mining, evaluation, analysis, and visualization
- Strong listening, written and verbal communication
- Ability to meet deadlines
- Excellent organizational and time management
- Attention to detail with solid project management
- An aptitude to learn other analytic tools
- Proactive, agile, and critical mindset

Working Environment and Physical Demands:

Works primarily in a typical, climate-controlled office environment

| PHYSICAL REQUIREMENTS | RARELY (15%) | OCCASIONAL (15%-40%) | FREQUENT (40% - 70%) | CONTINUOUS (OVER 70%) |
|--|---------------------|-----------------------------|-----------------------------|------------------------------|
| Ability to work closely with diverse group of people | | | | X |
| Regular, predictable attendance | | | | X |
| Ability to sit for extended period | | | | X |
| Use of hands and fingers to operate telephone and computer | | | | X |
| Moderate noise | | X | | |
| Hearing | | | X | |
| Dusty Environment | X | | | |
| Exposure to Fumes/Odors | X | | | |
| Exposure to Heat/Cold Temps | X | | | |
| Climbing Stairs | | X | | |



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|--|-------------------------|---------------------------------|---------------------------------|----------------------------------|
| Walking | | X | | |
| Stress | | | X | |
| Standing | | X | | |
| Stooping | | X | | |
| Bending | | X | | |
| Climbing Ladder | X | | | |
| Twisting Neck | | | X | |
| Reaching/Pulling/Pushing | | X | | |
| Lifting 10 lbs. or less | | | X | |
| Lifting 40 to 50 lbs. | X | | | |
| Driving | | X | | |
| Specific Vision Abilities- close vision due to computer work | | | | X |
| Color Vision – Ability to identify and distinguish colors | | | X | |
| PHYSICAL REQUIREMENTS | RARELY (15%) | OCCASIONAL (15%-40%) | FREQUENT (40% - 70%) | CONTINUOUS (OVER 70%) |
| COGNITIVE REQUIREMENTS | | | | X |
| Communication Oral | | | X | |
| Communication Written | | X | | |
| Interpreting Skills | | | | X |
| Implementing | | | | X |
| Evaluating | | | | X |
| Organizing | | | X | |
| Consulting | | | X | |
| Analyzing | | | | X |
| Presenting | | | X | |
| Supervising | X | | | |
| Ability to Deal with Stressful situations | | X | | |
| Ability to Deal with Trauma, grief, death | X | | | |
| Ability to deal with Public Contact | | | X | |
| Decision making | | | X | |
| Work with Others | | | X | |
| Work Alone | | | | X |
| Concentration | | | | X |

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|------------------------------------|--|--|---|---|
| Comprehend and follow instructions | | | | X |
| Relate to Others | | | X | |
| Influence Others | | | X | |
| Perform complex or varied tasks | | | X | |

Special Comments:

Manager Signature: _____ **Date** _____

Human Resources Signature: _____ **Date:** _____

Printed Employee Name: _____

Employee Signature: _____ **Date:** _____