Data Analyst -Emergency Response (Promotional)
Tompkins County

Department: Department of Emergency Response
Classification: Competitive
Labor Grade: White Collar Grade 14
Approved: 8/2022
Revised: 1/2023
By: RP, Commissioner of Human Resources

QUALIFYING EXPERIENCE FOR TAKING THE PROMOTIONAL EXAMINATION:

Admission to this departmental promotional opportunity will be limited to current employees of the Tompkins County Department of Emergency Response who currently hold or have previously held three (3) years continuous, competitive class status in the title of Emergency Services Dispatcher.

SPECIAL REQUIREMENTS:

An applicant must be eligible for all NYSPIN certifications and/or eJustice portals (pass a criminal background check) at the time of application and, if hired, must maintain such eligibility for the duration of employment.

Must possess a valid New York State motor vehicle operators license or otherwise demonstrate the ability to meet the transportation requirements of the job.

Tompkins County is Committed to Equity and Inclusion. We encourage those with similar values to apply.

DISTINGUISHING FEATURES OF THE CLASS:

This position is responsible for gathering and analyzing data from various systems in use at the department, generating useful reports and information related to the dispatching of various public safety agency partners. The Data Analyst will work collaboratively within the department as well as with other public safety agencies throughout the county to support regulatory requirements, internal and external reporting needs, discovery information gathering and other metrics. The Data Analyst will understand how to create and maintain measurement methods, collect and synthesize qualitative and quantitative data, and interpret relevant patterns and trends in order to meet the needs of the department reporting requirements. Duties include organizing and managing large and varied data sets, analyzing metrics, optimizing reporting, validating data, and creating recordings. The Data Analyst is responsible for the development and preparation of data to support data driven decision making, providing data visualization and detailed reports for internal and external stakeholders. The employee reports directly to and works under the general supervision of the Communications Center Manager and Deputy Director. Does related work as required.

TYPICAL WORK ACTIVITIES:

- Collects, organizes, utilizes and reports on all available data sets, including the departments CAD system data, voice recording data as well as external data interfaces;
- Prepares all related data as requested by the DA's office for discovery purposes;
- Explores, identifies and defines new data sets and as appropriate incorporates these to support departmental goals;
- Creates data collection systems and visualizations utilizing available platforms and software including but not limited to Excel, and Microsoft 365;
- Creatively problem solves to meet ad hoc reporting needs for stakeholders within requested timeframes;
- Develops, adapts, and monitors, and periodically reports on organizational metrics; explores relationships between service delivery and data trends, conducts root cause analysis, identifies data anomalies, and supports quality

improvement;
- Relates and Integrates data metrics with organizational policies and procedures, supporting effective service delivery and regulatory compliance;
- Collaborates with program staff to understand service delivery needs and optimizes user friendly data collection;
- Communicates professionally and clearly with colleagues and stakeholders;
- Collaborates with program staff to identify, develop and verify data targeted to specific departmental goals or needs.

KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

- Ability to think strategically, analyze and interpret information;
- Ability to troubleshoot issues, provide quantitative evidence, and communicate organizational impact;
- Expertise with data platforms building and maintaining visualization including data dashboards, familiarity with, Excel, Microsoft 365, and ability to learn and adapt to various technologies, interfaces, and applications;
- Expertise manipulating large and diverse data sets, interpreting data trends, validating reports, and effectively utilizing multiple data sources, familiarity with NY State public safety data systems;
- Strong ability to summarize and communicate data in accessible language, supporting programmatic needs and data driven decision making;
- Strong ability to present data to external stakeholders, including community partners and other Department heads and directors, to support the mission of the organization;
- Considerable level of autonomy and independent judgement;
- Ability to adhere to departmental strategy and follow direction while maintaining discretion over responsibilities assigned;
- Strong ability to work within the Department and across multiple agencies to collaborate and share data on overlapping work projects and initiatives;
- Considerable interpersonal skill sets to communicate effectively with diverse staff both internally and external to the department;
- Strong ability to manage changing and competing priorities, extremely tight deadlines, and rush ~~orders for~~ requests for information from multiple stakeholders, balance consistent reporting for quality assurance, data development for quality improvement, and timely responses to ad hoc reporting needs;
- Strong ability to maintain professionalism, integrity, and objectivity in various work scenarios, maintain confidentiality;
- Familiarity with public safety regulations and standards;
- Considerable visual effort and strain required to perform job activities (eg. Computer work);
- May require contact with public safety agencies and other community members to collect feedback and qualitative data.

Originally Created: 8/2022

D129