

CalSAWS Job Description

TECHNICAL ANALYST I

Data Integration Team

Salary Determined by Employer RGS

Salary Range:

\$6257.33 - \$9029.03 Monthly

JOB DESCRIPTION

The Technical Analyst I works within the Data Integration team to assist in developing reports and queries as requested by counties, help troubleshoot report and query issues, analyze and document dashboard and database attributes, and support communication with counties on ETL and reporting issues.

RESPONSIBILITIES

- Requires the application of technical knowledge and analytical skills to assist in the design and development of data, reporting and analytics solutions and products that support the needs of all 58 California counties, as well as CalSAWS.
- Incumbents understand and are able to apply the principles, concepts, and methods of data analysis, querying, report development and design.
- Works on one or more systems, and performs data analysis, design and development tasks with guidance from more experienced team members.
- Supports the team in analytics, reporting and database planning, business automation planning, business process improvement and business intelligence development.
- Supports communication with all 58 counties on data, reporting and analytics requests, issues, connectivity, etc.
- Assists in coordinating with internal networking, database and other teams to address county issues and new requests for connectivity, API's, etc.
- Notify counties about database issues such as expiring passwords, long-running queries, etc.
- Create Service Now tickets and Jira SCR's as needed.
- Helps track and monitor upcoming changes.
- Assists with ad-hoc reporting and data projects for counties.
- Helps gather requirements and develops queries, reports and extracts using multiple software tools.
- Deliver data products in a secure manner.
- Creates and maintains documentation for new and modified reports and data products.
- Participates in statewide meetings and helps prepare status updates on new projects, new products, training, etc.
- Assists in providing first line of support for statewide report issues and questions. Escalates issues to senior team members or Vendor teams as required.
- Assists counties with query and report development and tuning.
- Assists in migrating reports and dashboards as systems are upgraded.
- Documents requirements, creates queries and reports in new systems, validates reports, and supports the county UAT signoff process.
- Build knowledge of data to take on projects of increasing complexity in developing and/or testing new reporting and analysis.
- Maintains confidential information in accordance with CalSAWS' policies.

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QUALIFICATIONS AND REQUIREMENTS

MINIMUM QUALIFICATIONS

Have a bachelor's degree in Computer Science, Information Systems, or a closely related field from an accredited college or university

OR

Two (2) years of recent, full-time, paid experience in database development, report development or data analysis.

- Have knowledge of or familiarity with the following areas:
 - Database Development (Oracle preferred).
 - Report Development (Crystal, Tableau, Qlik, etc. Databricks or APEX familiarity is a plus).
 - Computer Networking Fundamentals
 - Data Analysis
 - Documentation
 - Participating in meetings with external clients, such as Counties
- Possess the ability to proactively work individually, as well as contributing to team projects.
- Demonstrate attention to detail and the ability to prioritize tasks.
- Exhibit sound judgment, flexibility, and responsiveness.
- Ability to use Microsoft Office software, including Excel.
- Have good oral and written communication skills.

IDENTIFICATION:

A valid California Class C Driver License or the ability to utilize an alternative method of transportation when needed to carry out job-related essential functions.

PHYSICAL CLASS:

2 - Light.