



JOB INFORMATION

Job Code:	167741
Job Title:	Data Quality Analyst (ITS)
FLSA Status:	Non-Exempt
Supervisory:	
Job Family:	Network Operations
Job Family Group:	Information Technology
Management Level:	7 Individual Contributor

JOB SUMMARY

Participates in all aspects of the application services delivery cycle, including creation of technical specifications and test plans, quality assurance of data, and collaboration with customers and stakeholders to resolve quality issues. Extracts, manipulates, tests and validates large amounts of data sets. Solves complex problems with a customer mindset. Demonstrates ITS values in action.

JOB QUALIFICATIONS:

Education

Req	Pref	Degree	Field of Study	
X		Bachelor's degree		
	X	Bachelor's degree		In
	X		Computer Science	Or
	X		Computer Information Systems	Or
	X		Information Science	Or
	X		in related field(s)	

Additional Education

Check here if experience may substitute for some of the above education.

Combined experience/education as substitute for minimum education

Work Experience

Req	Pref	Work Experience	Experience Level	
X		2 years		
	X	4 years		

Additional Work Experience

Check here if education may substitute for some of the above work experience.

Combined experience/education as substitute for minimum work experience

Knowledge, Skills and Abilities

<i>Req</i>	<i>Pref</i>	<i>Functional Skills</i>
X		Extensive knowledge of relational databases, Lean and/or Agile methodologies, and experience in database development and management.
X		Experience developing and delivering data quality solutions, with firm understanding of data modeling, master data management, enterprise data warehousing, ETL, reporting, querying, requirements analysis, and data integration techniques.
X		Extensive understanding of and experience in the operation of the software development life cycle (SDLC) methodology.
X		Proficiency in SQL, with knowledge of other programming languages and experience with external API integrations.
X		Experience writing scripts or programs, and leveraging software packages to analyze and validate large data sets.
X		Demonstrated experience working in a project-based environment with planning and execution skills, perseverance, drive and keen attention to detail.
X		Leads project management practices, including schedule management, status reporting, and communication of project risks and issues.
X		Excellent written and oral communication skills, presenting technical topics in a business-oriented fashion to non-technical audiences.
X		Ability to develop positive working relationships and strong rapport with team members and stakeholders.
	X	Experience in IT and/or data science.

Other Job Factors

JOB ACCOUNTABILITIES

	<i>% Time</i>	<i>Essential</i>	<i>Marginal</i>	<i>N/A</i>
Establishes a high level of data quality through rigorous auditing and analysis of data used in software development lifecycle processes, and maintains high levels through automated monitoring. Analyzes problems by performing root cause analyses and tracing the flow of data to its sources. Collaborates with data owners and subject matter experts to identify and recommend options for problem resolution and prevention.				
Supports the development and maintenance of data quality documentation (e.g., standards, protocols, frameworks), working collaboratively with team members, stakeholders, and vendors to track data changes. Assesses and communicates potential downstream ramifications of data changes or issues. Stays current with emerging and disruptive data quality, integration and management technologies and leading-edge practices, working closely with team members and management to implement effective integration solutions.				
Empathizes and advocates for the customer point of view when identifying priorities and presenting solutions. Handles customer issues and complaints, routing them to the appropriate party for tracking and resolution. Gains customer insights into pain points, challenges and needs, seeks to deliver quality solutions, and builds and maintains effective customer relationships by providing timely follow-ups.				
Supports the enterprise data and analytics team vision, leveraging industry expertise while participating in continuous innovation and improvement efforts. Aids the cultivation of an inclusive, transparent culture and environment, sharing information broadly, and deliberately, and actively embodies ITS values and behaviors (e.g., accountability, ethics, best-in-class customer service). Builds and maintains strong, collaborative relationships with diverse groups of peers, customers, and leaders to ensure consistent, reliable service is delivered to a range of university stakeholders.				

Other Requirements

<i>Essential:</i>	<i>Emergency Response/Recovery</i>	<i>Essential:</i>	<i>Mandated Reporter</i>
	In the event of an emergency, the employee holding this position is required to “report to duty” in accordance with the university’s Emergency Operations Plan and/or the employee’s department’s emergency response		A mandated reporter who in his or her professional capacity has knowledge of, or reasonably suspects a person who is under the age of 18 years, elderly, or a dependent adult has been the victim of abuse or neglect must report the suspected incident.

Other Requirements

<i>Essential:</i>	<i>Emergency Response/Recovery</i>	<i>Essential:</i>	<i>Mandated Reporter</i>
	and/or recovery plans. Familiarity with those plans and regular training to implement those plans is required. During or immediately following an emergency, the employee will be notified to assist in the emergency response efforts, and mobilize other staff members if needed.		The reporter must contact a designated agency immediately or as soon as practically possible by telephone or in writing within 36 hours. By virtue of the associated job duties, this position qualifies as a mandated reporter as required by state law and USC’s policy at: https://policy.usc.edu/mandated-reporters/
<i>Campus Security Authority (CSA)</i>			<i>Essential:</i>
By virtue of the associated job duties, this position qualifies as a Campus Security Authority as required by law and USC’s policy at: https://dps.usc.edu/alerts/clery/			No

ACKNOWLEDGMENTS

The above statements reflect the essential and non-essential functions as necessary to describe the principle contents of the job. They are not intended to be a complete statement of all work requirements or duties that may be required of the position. I understand that I may be asked to perform other duties as assigned. USC reserves the right to add or change duties at any time.

The University of Southern California is an Equal Opportunity Employer. USC prohibits discrimination on any basis protected under federal, state, or local law, regulation, or ordinance or university policies. All employment decisions are based on individual qualifications and business need.

I acknowledge receipt of this job description and its associated physical requirements. I have read and understand the job description and job requirements and agree to abide by their contents. I realize that duties may be requested of me that are not specifically stated herein. I understand that I will be expected to adjust to potential fluctuations in work volume. I understand that, if I have any questions about the essential functions or expectations of my position, my supervisor and/or HR partner are available to discuss them with me.

Print Employee Name

Signature

Date

Print Manager Name

Signature

Date

This job description describes the general nature and level of work required by the position. It is not intended to be an all-inclusive list of qualifications, skills, duties, responsibilities or working conditions of the job. The job description is subject to change with or without notice, and Management reserves the right to add, modify or remove any qualification or duty. Nothing in this job description changes the existing at-will employment relationship between the university and the employee occupying the position.