Position Title: Data Analyst
Department: Information Services and Reporting
Reports To: Director of Information Management

Position Purpose

The Data Analyst is responsible for the fulfillment of data and report requests, providing end user support, investigating and resolving application, transactional and data-related issues of the Blackbaud’s CRM and Paciolan databases.

Principal Responsibilities

- Provides overall program support for Blackbaud’s CRM, Paciolan, and SalesForce applications.
- Produce and support the production of standard and custom reports.
- Fulfill data requests for mailing, calling, event registration and donor analysis lists.
- Participates as a member of the FSU Advancement Data Integrity Committee (FADIC)
- Provides data manipulation and reporting assistance to other departments as needed.
- Works with the Department of Marketing to identify potential new donors and effectively market towards them.
- Tests, evaluates and reports on Raiser’s Edge application upgrades.
- Assists with the development of audit reports in support of data management integrity.
- Designs, creates and maintains application reports and business process related documentation.
- Provides appropriate service, support and advice to end users regarding technical and application issues.
- Provides advice, guidance and training to users of Raiser’s Edge, Paciolan and SalesForce concerning the capabilities and functions of the system.
- Assists the Department of Information Services with other duties as assigned.
- Protects confidential information.

Education & Experience

- Bachelor’s degree preferred
- Experience utilizing T-SQL highly preferred
- Minimum of 1 year providing implementation and technical support in Raiser’s Edge, Paciolan or other major database software
• Demonstrated experience with developing and implementing reporting vehicles and using the Raiser’s Edge Query, Export, and Import utilities to create complex queries to extract constituent and gift data.

• Proven history of utilizing Microsoft Excel and Microsoft Access to import, export, query and report on data.

• Understanding of standard IT policies and procedures, including usage of test environments and change procedures.

• Working knowledge of relational database architectures preferred.

• Experience utilizing report design software or SQL Server Reporting Services (SSRS) preferred.

• Knowledge of higher education fundraising principles.

• Strong aptitude for diagnosing end user problems, identifying and implementing solutions.

Physical and Mental Requirements

• Ability to evaluate and improve the efficiency and effectiveness of operations.

• Propensity for strong, internal customer service delivery and a proactive approach to user efficiency.

• Excel at uncovering hidden trends in a volume of data.

• Detail oriented and organized with an ability to meet deadlines.

• Demonstrated history of functioning independently while working well in a ‘team oriented” environment, taking the initiative to be productive and efficient.

• Ability to effectively communicate with users of diverse backgrounds and skill levels.

• Exert up to 20 lbs. of force occasionally, and/or up to 10 lbs. of force frequently, and/or a negligible amount of force constantly to move objects.

• Involves sitting, walking, stooping or standing for frequent or brief periods of time.

• Bend body downward and forward by bending legs and spine, so as to crouch or stoop.

• Extend hand(s) and arm(s) in any direction.

• Seize, hold, grasp, turn or otherwise work with hands.

• Pick, pinch or otherwise work primarily with fingers.

• Perceive or exchange ideas by means of the spoken word.

• Clarity of vision at 20 inches or less.

• Ability to judge distances and spatial relationships so as to see objects where and as they actually are.

• Adjustment of lens of eye to bring an object into sharp focus.

• Ability to identify and distinguish colors.

• Observe an area that can be seen up and down or to the right or left while eyes are fixed on a given point.

Environmental Factors

The individual in this position will encounter a work environment as described below. Reasonable accommodations may be made to enable people with disabilities to perform the essential functions of the job.
- General office environment
- Lighting is adequate
- Temperature is regulated and moderate
- Low likelihood of unavoidable hazardous conditions
- Moderate noise
- Moderate dust
- Standard technology and office equipment accessible

**Salary**

Commensurate with experience

**Application Process:**

Please send your resume to Amy Hanstein at Ahanstein@admin.fsu.edu
Please include your resume and references.

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