



# Example of Support Data Analyst Job Description

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Our company is looking to fill the role of support data analyst. We appreciate you taking the time to review the list of qualifications and to apply for the position. If you don't fill all of the qualifications, you may still be considered depending on your level of experience.

## Responsibilities for support data analyst

- Performs eDIM incident assessments to determine and/or validate root cause
- Analyzes incidents to determine cross reporting impacts
- Documents research and assessments in language and terms that resonate with finance, technology and executive leadership
- Coordinator between CRR and Authorized Data Sources and Enterprise Data Management
- Easily rationalize complex data flows
- Employ extensive professional experience and creativity to resolve complex technical and/or analytical challenges
- Understand both business and technical aspects of the process and work closely with the business performing various analysis and operational tasks
- Provide input for process and control improvements using various technologies
- Support existing applications in the production space
- Some application development and support experience is a plus

## Qualifications for support data analyst

- Learn and support the super-user executive administrative functions of OnCore Enterprise, such as user account management, access controls, definition in the system of institutions and other organizational units (labs, IRBs, study sites)

- 5+ years of experience in incident management in a large data warehouse environment
- Passionate about service delivery and quality
- Self-motivated and keen to learn and develop
- Scripting experience in Python/Shell