 JOB DESCRIPTION

**Job Title:** Data Analytics Supervisor

**Department:** Data Strategy

**Reports To:** Data Strategy Manager

**Pay Status:** Exempt

**Location:** Service Center

**Job Status:** Full-Time

**Job Grade:** 607

**Date Created/Updated:** 12/8/2022

**Position Summary**

The Data Analytics Supervisor will lead and perform complex analysis in an evolving data environment, which includes the following systems: Statistical Analysis System (SAS), Advanced Metering Infrastructure (AMI), Meter Data Management (MDM), Microsoft Dynamics GP (Financials), Outage Management System (OMS), Customer Information System (CIS), and other corporate business systems. In addition to having very strong technical skills, this position will have outstanding business process analysis and interpersonal skills. The ability to extract and analyze data, patterns, and related trends is needed, with the ability to summarize the data into useable information by leadership. **Essential Duties & Responsibilities**

SUPERVISORY DUTIES

- Assists with hiring process & responsible for coaching and training Data Analytics personnel on all aspects of division processes

- Responsible for completing performance reviews, counseling, performance improvement plans and recommending disciplinary action for direct reports

- Prepares staff schedules, approve & monitor leave requests to ensure adequate coverage, backs up duties when needed

- Assists staff with escalated issues or special projects as needed

- Promote open communication with direct reports to enhance teamwork

- Promote support and participation in meeting NBU Performance Measure goals

- Recommend and implement approved policies/procedures for the division

- Ability to evaluate complex data, prepare technical reports and present to large groups

- Ensure personnel are safety conscious and adhere to NBU safety guidelines and practices at all times and in all situations

ESSENTIAL FUNCTIONS

- Maintains integrity of data in system

- Oversees the processing of data transfer across systems and the maintenance of all related tables to ensure the accuracy and consistency.

- Serves as a functional Liaison with Technology Systems and Applications Support in relation to system implementations, conversions, and upgrades.

- Assists Technology Systems and Data Strategy as a functional user in the testing of system patches, tables, and reports.

- Works with various divisions to identify and scope new opportunities for data analysis applications to evaluate business performance and to support business decisions.

- Works internally and with the Data Strategy group to define, secure and prepare data for modeling and analysis.

- Analyzes, identifies and assesses data attributes using statistical software packages; develops recommendations and processes to improve operational performance ensuring adherence to department policies and procedures.

- Develops and provides training to associates and provides technical assistance and support, as needed.

- Formulates and prepares ad-hoc and project-related business reports to respond to departmental reporting needs.

- Performs other duties as assigned.

GENERAL RESPONSIBILITIES

- Maintain regular attendance; leave schedule should be managed so as to not interfere with ability to accomplish tasks, including special projects and assignments with deadlines or negatively affect direct reports' ability to do their jobs when applicable

- Adhere to NBU safety guidelines and practices at all times and in all situations

- Maintain a clean and safe work area, office, field site and vehicle as applicable

- Develop & maintain effective customer service skills for communications with co-workers, customers and the public in general

- Maintain strict confidentiality of business, employee and customer information in written and oral communications and safeguard sensitive documents

- Adhere to NBU policies and procedures

- Exemplifies NBU Core Values of Integrity, Stewardship, Team and Safety

- Participate in and support initiatives to reach annual NBU Performance Measures**Formal Education and Work Experience Requirements**

Degree/Diploma Obtained: Bachelors

Work Experience Time Frame: Three Years or More Field of Study: Computer Science, Statistics or related field.

Other: Bachelor’s Degree in Computer Science or related field from an institution accredited by a nationally recognized accrediting agency.

**Certification and Licensures Requirements**

A valid Texas Driver’s License is required to operate a company vehicle when necessary.

**Other Minimum Qualifications**

**Knowledge of Computer Software**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | No Knowledge | Beginner | Intermediate | Expert |
| Arc GIS | [x]  | [ ]  | [ ]  | [ ]  |
| AutoCAD | [x]  | [ ]  | [ ]  | [ ]  |
| Crystal Reports | [x]  | [ ]  | [ ]  | [ ]  |
| Microsoft Access | [ ]  | [x]  | [ ]  | [ ]  |
| Microsoft Excel | [ ]  | [ ]  | [ ]  | [x]  |
| Microsoft Word | [ ]  | [ ]  | [x]  | [ ]  |
| Microsoft Publisher | [x]  | [ ]  | [ ]  | [ ]  |
| Microsoft PowerPoint | [ ]  | [x]  | [ ]  | [ ]  |

**Other Software Knowledge**

* Ability to learn various SCADA systems, AMI, MDM, CIS, CityWorks CMMS, M-Care Service Order System, and other NBU software
* Linux, Microsoft Environment, Python, SQL, SAS, Data Analytics Knowledge base, HTML, Java Scripting

**Experience with Machines, Tools, Equipment and Other Work Aids**

Strong migration/modernization skills.**Physical Demands**

**Standing:** Occasionally

[x] Making Presentations

[ ]  Observing Work Sites

[ ]  Observing Work Duties

[x]  Communication with Co-Workers

**Fine Dexterity:** Constantly

[x]  Computer Keyboard

[ ]  Telephone Keypad

[ ]  Calculator

[x]  Calibrating Equipment

**Walking:** Occasionally

[x]  To Other Departments/Office/Office Equipment

[x]  Around Worksite

**Carrying:** Occasionally

[x]  Supplies

[x]  Equipment

[x]  Files

**Sitting:** Constantly

[x]  Desk Work

[x]  Meetings

[x]  Driving

**Reaching:** Rarely

[x]  For Supplies

[x]  For Files

**Handling:** Constantly

[x]  Paperwork

[ ]  Monies

**Kneeling:** Occasionally

[x]  Filing in Lower Drawers

[x]  Retrieving Items from Lower Shelves/Ground

**Pushing/Pulling:** Occasionally

[ ]  File Drawers

[x]  Equipment

[x]  Table and Chairs

[ ]  Hose

**Climbing:** Occasionally

[x]  Stairs

[ ]  Ladder

[ ]  Step Stool

[ ]  Onto Equipment

**Vision:** Constantly

[x]  Reading

[x]  Computer Screen

[x]  Driving

[x]  Observing Worksite

**Foot Controls:** Occasionally

[x]  Driving

[ ]  Operating Heavy Equipment

[ ]  Dictaphone

**Balancing:** Never

[ ]  On Ladder

[ ]  On Equipment

[ ]  On Step Stool

**Bending:** Rarely

[ ]  Filing in Lower Drawers

[x]  Retrieving Items from Lower Shelves/Ground

[ ]  Making Repairs

**Crouching:** Rarely

[x]  Filing in Lower Drawers

[x]  Retrieving Items from Lower Shelves/Ground

**Crawling:** Rarely

[x]  Under Equipment

[ ]  Inside Attics/Pipes/Ditches

**Hearing:** Rarely

[x]  Communication Via Telephone/Radio/To Co-Workers/Public

[x]  Listening to Equipment

**Twisting:** Occasionally

[x]  From Computer to Telephone

[x]  Getting Inside Vehicle

**Talking:** Occasionally

[x]  Communication Via Telephone/Radio/To-Co-Workers/Public

**Other:** Click or tap here to enter text.

**Environmental Factors**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | Never | Seasonally | Several Times Per Year | Several Times Per Month | Several Times Per Week | Daily |
| Extreme Temperature (Heat, cold, extreme temp. change) | [x]  | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  |
| Wetness and/or humidity (bodily discomfort from moisture) | [x]  | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  |
| Respiratory Hazards (Fumes, gases, chemicals, dust, and dirt) | [x]  | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  |
| Noise and Vibration (sufficient to cause hearing loss) | [x]  | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  |
| Physical Hazards (High voltage, dangerous machinery, aggressive Customers) | [x]  | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  |

**Health and Safety Conditions**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | Never(Never Occurs) | Rarely(Less than 1 hour per week) | Occasionally (1/3 or more of the time) | Frequently (From 1/3 to 2/3 of the time) | Constantly (2/3 or more of the time) |
| Mechanical Hazards | [x]  | [ ]  | [ ]  | [ ]  | [ ]  |
| Chemical Hazards | [x]  | [ ]  | [ ]  | [ ]  | [ ]  |
| Electrical Hazards | [x]  | [ ]  | [ ]  | [ ]  | [ ]  |
| Fire Hazards | [x]  | [ ]  | [ ]  | [ ]  | [ ]  |
| Explosives | [x]  | [ ]  | [ ]  | [ ]  | [ ]  |
| Communicable Diseases | [ ]  | [x]  | [ ]  | [ ]  | [ ]  |
| Physical Danger or Abuse | [x]  | [ ]  | [ ]  | [ ]  | [ ]  |

**Other:** Click or tap here to enter text.

**Primary Work Environment:** Office Environment

Other: Click or tap here to enter text.

**Overall Strength Demands**

[ ]  Sedentary - Exerting up to 10 pounds occasionally or negligible weight frequently, mostly sitting

[x]  Light - Exerting up to 20 pounds occasionally, 10 pounds frequently, walking or standing often

[ ]  Medium - Exerting 20 - 50 pounds occasionally, 10 - 25 pounds frequently, or 10 pounds constantly

[ ]  Heavy - Exerting 50 - 100 pounds occasionally, 25 - 50 pounds frequently, or 10 - 20 pounds constantly

[ ]  Very Heavy - Exerting 50 pounds constantly

**Non-Physical Demands**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | Never | Rarely | Occasionally | Frequently | Constantly |
| Time Pressure | [ ]  | [ ]  | [ ]  | [x]  | [ ]  |
| Emergency Situations | [ ]  | [ ]  | [x]  | [ ]  | [ ]  |
| Frequent Change of Task | [ ]  | [ ]  | [ ]  | [x]  | [ ]  |
| Irregular Schedule/Overtime | [ ]  | [ ]  | [x]  | [ ]  | [ ]  |
| Performing Multiple Tasks Simultaneously | [ ]  | [ ]  | [ ]  | [x]  | [ ]  |
| Working Closely with Others as Part of a Team | [ ]  | [ ]  | [ ]  | [ ]  | [x]  |
| Tedious or Exacting Work | [ ]  | [ ]  | [ ]  | [x]  | [ ]  |
| Noisy/Distracting Environment | [ ]  | [x]  | [ ]  | [ ]  | [ ]  |

**Other:** Click or tap here to enter text.

**Employee Statement of Understanding**

THIS JOB DESCRIPTION DOES NOT CONSTITUTE AN EMPLOYEE AGREEMENT BETWEEN NEW BRAUNFELS

UTILITIES (NBU) AND THE EMPLOYEE. Nothing is this position description restricts NBU's ability to assign, reassign or eliminate duties and responsibilities of this job at any time.

I HAVE READ AND RECEIVED A COPY OF THIS JOB DESCRIPTION.

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Employee’s Signature

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Employee’s Printed Name

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date