ASHEVILLE, NORTH CAROLINA

Classification Specification

Program Manager, Data and Analytics
Job Code: 2565
FLSA: Exempt

Purpose of Classification:

The purpose of this classification is to coordinate and manage the City's data and analytics governance mechanisms and technological support infrastructure to inform decisions, assess progress toward goals, and improve operating efficiency.

Distinguishing Characteristics:

This is a single level classification.

Essential Functions:

The following duties are normal for this position. The omission of specific statements of the duties does not exclude them from the classification if the work is similar, related, or a logical assignment for this classification. Other duties may be required and assigned.

Leads and coordinates the establishing and maintaining of data management policies, processes and standards for the City: coordinates with other City staff and allied organizations to ensure policies, processes, and standards support quality, accessibility and usability of City data; ensures compliance with regulatory requirements, as well as equity and privacy considerations; and provides progress reports and updates to Chief Information Officer, department heads, City Manager, and/or City Council, as requested.

Implements City's open data policy: facilitates release of City data for use by the public; coordinates with City staff to gather and publish relevant data; maintains related content on websites; provides guidance and advice to City staff and community groups regarding datasets associated with high-profile issues, the value of open data, and data usage and availability; and ensures compliance with open data policy guidelines and requirements.

Identifies initiatives that could utilize performance metrics: supports metric and data development; leads system architecture for various performance dashboards; and leads and participates in the establishing and maintaining of performance management policies, processes and standards.

Coordinates City-wide technical architecture for data and analytics: ensures consistency, maintainability, affordability, equitability, and accessibility for all users; designs and supports systems, policies, and procedures for data management; and develops and creates related databases, software, applications, dashboards, and other integrations.

Analyzes data: collects, collates, and analyzes data as requested; accesses and queries data from various databases and data sources; conducts routine and complex analysis of patterns, trends, performance, etc.; and creates, prepares, presents, and distributes related reports, maps, charts, graphs, or other collateral materials.

Participates in the review and approval of software contracts, data and technology policies, and technology architecture standards, etc.: receives and reviews related documentation; identifies issues and concerns and recommends changes to ensure compliance; and provides advice, guidance, and industry best practices to department staff regarding digital practices.

Maintains an awareness of new applications, technologies, technical methods, trends, and advances in the profession; reviews professional publications, technical manuals, and websites to increase knowledge of data management, data analytics, and technology infrastructure; and attends conferences, workshops, and training sessions as appropriate.

Communicates with City officials, supervisor, other City employees, the public, outside agencies and organizations, and other individuals as needed to coordinate work activities, review status of work, exchange information, or resolve problems.

Processes a variety of documentation associated with department/division operations, within designated timeframes and per established procedures: receives, reviews, prepares, completes, processes, forwards or retains as appropriate various forms, reports, correspondence, contracts, policies, system architecture proposals, data and analytics program plans and reports, open data report, and other documentation; compiles data for further processing or for use in preparation of department reports; and maintains computerized and/or hardcopy records.

Operates a personal computer to enter, retrieve, review or modify data, utilizing word processing, spreadsheet, database, presentation, Internet, e-mail, or other software; and operates general office or other equipment as necessary to complete essential functions.

Additional Functions:

Performs other related duties as required.

Minimum Qualifications:

Master's Degree in Statistics, Mathematics, Data Management and Analytics or a related field required; supplemented by five years of experience in data and technology; or any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this job.

Specific License or Certification Required: None.

Specific Knowledge, Skills, or Abilities: Must be able to demonstrate proficiency in performance of the essential functions and learn, comprehend, and apply all City or departmental policies, practices, and procedures necessary

to function effectively in the position.

Performance Aptitudes:

Data Utilization: Requires the ability to coordinate, manage, and/or correlate data. Includes exercising judgment in determining time, place and/or sequence of operations, referencing data analyses to determine necessity for revision of organizational components, and in the formulation of operational strategy.

Human Interaction: Requires the ability to act as a first-line supervisor, including instructing, assigning and reviewing work, maintaining standards, coordinating activities, and evaluating employee job performance.

Equipment, Machinery, Tools, and Materials Utilization: Requires the ability to overhaul, restore, renovate, construct, and/or rebuild equipment, machinery, or objects, requiring adherence to prescribed standards and specifications. Requires the ability to operate and control the actions of the same equipment, machinery, and/or objects.

Verbal Aptitude: Requires the ability to utilize a wide variety of reference, descriptive, advisory and/or design data and information.

Mathematical Aptitude: Requires the ability to perform addition, subtraction, multiplication and division; ability to calculate decimals and percentages; may include ability to perform mathematical operations involving basic algebraic principles and formulas, and basic geometric principles and calculations.

Functional Reasoning: Requires the ability to apply principles of influence systems, such as motivation, incentive, and leadership, and to exercise independent judgment to apply facts and principles for developing approaches and techniques to resolve problems.

Situational Reasoning: Requires the ability to exercise judgment, decisiveness and creativity in situations involving the evaluation of information against sensory, judgmental, or subjective criteria, as opposed to that which is clearly measurable or verifiable.

ADA Compliance:

Physical Ability: Tasks require the ability to exert light physical effort in sedentary to light work, but which may involve some lifting, carrying, pushing and/or pulling of objects and materials of light weight (5-10 pounds). Tasks may involve extended periods of time at a keyboard or workstation.

Sensory Requirements: Some tasks require the ability to perceive and discriminate colors or shades of colors, sounds, and visual cues or signals. Some tasks require the ability to communicate orally.

Environmental Factors: Essential functions are regularly performed without exposure to adverse environmental conditions.

The City of Asheville is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the City will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.