



NORTHWEST FIRE DISTRICT

FIRE AND EMS DATA ANALYST

Reports to:	EMS Division Chief	FLSA:	Exempt
Division:	EMS	Status:	Full-Time
Location:	Administration	Pay Plan:	Grade 92
Reviewed:	01/2024	Revised:	None
Supervises:	None		

The statements below are intended to describe the general nature and level of work being performed by employees assigned to this position. They are not intended to be an exhaustive list of all responsibilities, duties, and skills required. This description is subject to modification as the needs and requirements of the position change and does not represent in any way a contract of employment.

POSITION SUMMARY

The Fire and EMS Data Analyst supports the Northwest Fire District in its mission to save lives, protect property, and care for our community by overseeing the maintenance and enhancement of the record management system (RMS) and other data analysis systems used by the Response and Preparedness Branches of the Northwest Fire District.

ESSENTIAL FUNCTIONS

- Manages and administers the Fire and EMS RMS to ensure complete and accurate reporting of response data and the accurate sharing of that data with other government record collection programs like Arizona Prehospital Information and EMS Registry System (AZ-PIERS), National Emergency Medical Services Information System (NEMSIS), National Fire Incident Reporting System (NFIRS), etc.
- Collects, analyzes, and distributes data as needed for accrediting agencies like Center for Public Safety Excellence (CPSE) and Insurance Service Office (ISO) and internal/external reporting of annual reports and monthly Governing Board reports.
- Works collaboratively and cooperatively with all internal/external customers/partners/vendors to ensure that the organization's mission is met.
- Manages and administers the Fire and EMS RMS and other data systems to ensure the complete, accurate, and timely reporting of Fire and EMS data, including importing data, tracking data submissions, identifying issues related to the data, and acting as the primary liaison to outside agencies for the reporting of Fire and EMS data.
- Facilitate and manage projects to ensure successful delivery of technology updates and implementations.
- Identify technical problems that need to be addressed by improved policies and procedures.
- Verifies data collected is within required quality standards.

- Assists in the development of end-user training materials and maintains metadata repository and/or data dictionary.
- Assesses and analyzes queries and reports.
- Maintains strict adherence to internal technology and content security policies.
- Sustains reliability by monitoring and maintaining uptime for access to District resources across all District users.
- Troubleshoots and resolves complex software problems.
- Responsibilities may occasionally require an adjusted work schedule to resolve critical system interruptions that occur outside normal working hours; may be required to provide emergency coverage in a 24/7 environment.
- Comply with the rules, policies, and procedures as set forth by the District.
- Perform other duties as assigned.

Knowledge:

- Familiarity with analyzing information, specifically identifying, processing, querying, and visualizing data to provide information required for analytical and decision-making purposes.
- Fluency in data analysis concepts and standards; experience selecting and applying existing data models and algorithms; and an understanding of commercially available data analysis platforms/tools.
- Administration, maintenance, and troubleshooting principles for network operating domains, relational databases, and web- and Windows-based software applications.
- Strategies for achieving effective data acquisition, management, quality, storage, use, and application.
- Applicable laws, rules, and policies regarding security, privacy, and management of confidential data.
- Data access control techniques and procedures.
- Basic understanding of database design and management and how information is related across different databases and datasets.
- Statistical and business analysis.
- Workflow engineering.
- IT life cycle and information system design.
- Qualitative and quantitative techniques for analyzing and measuring program/project efficacy.
- Project management disciplines and techniques.
- Performance Management (PM), and Continuous Quality Improvement (CQI), and Lean methodologies.
- Software applications and operating systems used within an IT environment.
- Structure and operating capabilities of multiple cloud-based software applications.

Skills:

- Provide technical assistance to end users.
- Perform analytic functions including workflow and statistical analysis.
- Effectively utilize data collection, research, and analysis methodologies.
- Utilize datasets and data sources; Investigate, organize, and present data as a comprehensible analysis for a varied audience.
- Identify complex problems and review related information to develop and evaluate options and implement solutions.
- Time management skills.

- Excellent oral and written communication skills.
- Ability to work both independently and as part of a team.
- Strong organizational, administrative, and planning skills.
- Flexibility and adaptability.

Abilities:

- Ability to search for data in the database with an acute attention to detail for comparing and differentiating.
- Be proactive in independently identifying and solving problems.
- Collaborate with user representatives, cooperating agencies, and outside vendors on system operations and project technical problems.
- Demonstrate continuous effort to improve operations and streamline work processes.
- Explain complicated and technical information in simple, non-technical language, both verbally and in writing.
- Improve and develop professionally in relevant and emerging technology, equipment, and systems.
- Maintain current knowledge of relevant technology, equipment, and systems.
- Meet deadlines and handle more than one project/service simultaneously.
- Perform analysis and evaluation.

MINIMUM EDUCATION, EXPERIENCE AND TRAINING

- Bachelor’s degree in a related field*
- Three (3) years of experience in the following:
 - Microsoft Operating Systems and Office Suite
 - Managing and manipulating data, including Microsoft SQL Administration
 OR
 - Other combinations of education, certification, and experience that provide the required knowledge, skills, and abilities to perform the essential functions of this position may be considered.

**A minimum of a high school diploma, GED equivalency, or higher is required for all positions at Northwest Fire District.*

PREFERRED

- Experience in informatics, information processing, or information science
- Background in fire service, healthcare, or emergency response fields helpful for this position

ADDITIONAL REQUIREMENTS

Driving Position:

This position requires possession of a valid driver's license with an acceptable driving record for the pre-employment background check process.

Based on Arizona State Law, upon the date of hire and throughout the period of employment, the employee must present and possess a valid Arizona Driver's License and maintain an acceptable driving record, see [Obtaining a Driver's License](#).

Driving Level: None

"Driving Level" may be None, Secondary or Primary, and refers to the driving responsibility as it relates to the essential functions of the position.

Driver's License Type:

Operator License (Class D) reference [Driver License Classes and Types](#). An operator license allows you to drive any vehicle that does not require a motorcycle or commercial driver's license. You must be at least 18 years of age to apply for an operator license.

Commercial Driver's License: (CDL Endorsements): None

Automobile Insurance Requirement (Refer to District Policy - Driver's License)

Employees who drive their personal vehicles for District business are required to have and maintain their current automobile insurance upon the date of hire and on an ongoing basis.

Safety Sensitive Position: Yes (Refer to District Policy – Drug and Alcohol Use and Testing)

Pre-employment Drug Testing Required:

Yes (Refer to District Policy – Drug and Alcohol Use and Testing)

PHYSICAL ABILITIES

- Regularly required to communicate effectively with others to exchange information.
- Repetitive wrist, hand, and/or finger movements will be required.
- The ability to see and distinguish color will be expected.
- Will occasionally be required to move items of up to 20 lbs.

WORK ENVIRONMENT

- Works in an office environment.
- Exposed to moderate noise levels.