



Job Description for:
EMS Data Analyst
(Emergency Medical Services)

Division: Emergency Medical Services (EMS)
Reports to: EMS Manager
Supervises: None. Direct supervision is not a position responsibility

Job Definition

Through ongoing development, maintenance and administration of an EMS database, the Data Analyst designs and generates specialized reports, including Ambulance Response Time Reports and electronic Patient Care Reports (ePCR). The Data Analyst reviews and analyzes data, responds to end-user requests for specialized reports or information, works extensively with downloaded data received from external sources, and assesses program information and reporting needs.

Distinguishing Characteristics

The work of this single incumbent position is distinguished by its dual responsibility for coordinating and collaborating with end-users / stakeholders and for applying strong technical knowledge and expertise in the database design and administration work. The Data Analyst serves as the primary liaison for information requests, research and analysis for EMS program staff and EMS District #2 customers, which include fire department personnel, AMR (American Medical Response) staff and the county Medical Program Director. The incumbent in this classification works with a high degree of independence and initiative under broad program guidelines and general supervision of the EMS Manager.

Essential Job Functions

Incumbent must be able to perform the essential functions of the job with or without reasonable accommodation.

- Develop and manage the EMS program's SQL database
- Generate specialized ongoing reports including Ambulance Response Time Reports and electronic Patient Care Reports (ePCR)
- Develops query structures to extract, load, and transform data in SQL database to report on response time performance, clinical performance from ePCR data (i.e. intravenous and intubation success rates, cardiac arrest outcomes, use of medications, etc.), and business performance (i.e. Unit Hour Utilization, monthly Average Patient Charges, etc.).
- Review and analyze EMS program data
- Respond to end-user requests for specialized reports and information
- Designs spreadsheet macros
- Designs and installs tables in database; utilizes programming languages to accomplish work
- Researches data failures and recovery strategies
- Designs and modifies database and master files
- Works with end users to identify and make modifications and adjustments to data reports
- Working with a variety of internal and external database sources
- Participates in special events including 9-1-1 Day, training sessions, setups and teardowns as applicable. (NE)
- Performs other related duties as assigned.

Qualifications

Knowledge of:

- Principles and practices of database administration and report writing

- Systems and application software including word processing, spreadsheet and other related computer applications

Ability to:

- Demonstrate expertise in program specific database administration (i.e. SQL), report writing and data analysis
- Apply critical thinking, troubleshooting and problem solving skills to improve services
- Demonstrate excellent time management, organizational and multi-tasking skills
- Show strong customer service focus and team approach to the work
- Pay attention to detail and accuracy in the work; proofread work and ensure correct calculations, grammar, spelling and punctuation.
- Carry out Agency policy directives in an effective and timely manner
- Establish and maintain positive and professional working relationships with managers, coworkers, other governmental jurisdictions, volunteers, the media and the public
- Effectively communicate and express ideas both orally and in writing.
- Apply appropriate independent initiative, discretion, judgment and organizational skills to a variety of projects, assignments and situations.

Experience and Education – Qualifications for this position include:

- Associate's degree, or equivalent years of college level education, in Computer Science, Information Systems or a closely related field. Additional years of related education may substitute for a portion of the required experience.
- At least three years' experience in database administration, report writing and data analysis utilizing the department specific software / programming languages (i.e. SQL).
- Two years of experience working directly with customers and/or stakeholders to assess their information needs and develop applicable database reports and programs.

Any equivalent combination of education and experience that provides the applicant with the knowledge, skills and ability required to successfully perform the job will be considered.

- ⊛ Must successfully pass pre-employment reference and criminal history checks.
- ⊛ Must have ability to perform the essential functions of this position with or without reasonable accommodation.

Work Environment (Essential functions)

Work is performed primarily indoors in a variety of settings and locations. Incumbent works extensively with personal computers which require detailed dexterity.

Physical Demands typically involve, but are not limited to:

Hearing and Speaking:

- Hear, understand and respond to verbal information in person or by phone
- Speak clearly and concisely in English to provide one-on-one or small group training
- Hear, understand and respond to customer requests and inquiries using telephones and other applicable communications equipment

Seeing and Reading:

- See, read and understand written information and instructions in all forms, including handwritten, hard copy or electronic communications formats
- See and use all related communications equipment including computers and telephones

Mental acuity and alertness:

- Understand, research and troubleshoot complex technical problems and processes, including understanding and application of policies, procedures, and regulations
- Handle interpersonal interactions with tact and diplomacy

- Manage priorities and accomplish tasks in a timely manner, with a high level of independence and discretion
- Think through all aspects relating to issues or problems; identify, recommend and implement solutions
- Be generally prepared to respond for long shifts and/or irregular hours in case of emergency situations, such as activations of the Emergency Operations Center

Manual dexterity and typing:

- Extensive use of computers, keyboards, and any necessary technical equipment
- Performing regular tasks requiring general manual dexterity

Physical dexterity:

- Sit, stand or walk as necessary
- Stretch, reach, or lift objects or materials that may be up to 20 pounds in weight

Revised:	09/2008	Salary Code:	M3
Reviewed:	09/2008	Salary Range:	767
FLSA Status:	Non-Exempt	Union:	No