

## Metropolitan Area Communications Center (MetCom)



# Fire Service Data Analyst

Updated: May 2013

## GENERAL DEFINITION

The Fire Service Data Analyst supports MetCom's contracts with local fire departments and provides fire service reports to area municipalities. This analyst works with MetCom's Executive Director in conjunction with fire chiefs and fire department personnel, to provide a variety of routine and complex analytical, administrative and technical work in the analysis of fire department programs, services, systems, and performance. Work is performed under general supervision of the Executive Director.

## ESSENTIAL JOB FUNCTIONS AND EXAMPLES OF WORK

- Cleans and manipulates large datasets for analysis; develops and manages data standards and reporting tools; supports data integration from other agencies.
- Extracts and analyzes data from dispatch and fire department databases; interprets and prepares data for studies, reports and recommendations for fire departments and other public agencies.
- Transmits statistical data to fire and communication center computer-based systems.
- Coordinates information and reporting activities with other department and public agency personnel as needed.
- Designs, implements and maintains complex SQL database systems for data warehousing, integration, analytics and reporting.
- Performs predictive analysis in support of fire department operations which includes fire prevention, suppression, emergency response, fire inspections and department management.
- Utilizes analytics and geospatial analysis to help coordinate department growth, improve system management decisions and produce outcome studies that support agency budget and equipment needs.
- Supports agency accreditation requirements including: Standard of Cover, Fire and Emergency Services Self-Assessment (FESSAM), risk assessment and various response performance and deployment analyses.

- Regularly analyzes the performance measurement process to ensure improvement of organizational efficiency and effectiveness including the use of performance indicators.
- May train other employees on project-related data procedures and guidelines.
- Contributes to the mission, vision and values of the Communications Center.
- Performs additional job-related tasks and special projects, as needed or assigned.

## **MINIMUM EDUCATION AND EXPERIENCE**

Bachelor's degree in Computer Science, Information Systems or related field. Progressive experience in data analysis, report generation and writing complex SQL queries. Experience in a public safety or local government environment, fire or crime data analysis preferred.

## **REQUIRED KNOWLEDGE, SKILLS, ABILITIES, LICENSES AND CERTIFICATIONS**

### Knowledge:

- Proficiency in MS Office: Access, Excel, Word, Outlook, PowerPoint and Publisher.
- Considerable knowledge and experience with SQL Server, including writing and maintaining complex SQL queries, views and stored procedures.
- Strong working knowledge of SQL Server Reporting Services (SSRS).
- Basic knowledge of GIS, CAD and RMS (Geographic Information Systems; Computer-Aided Dispatch; Records Management System) is preferred.
- General knowledge of fire department functions, operations and activities; knowledge of CAD and fire department software.

### Skills and Abilities:

- Excellent communication skills with the ability to express ideas clearly and concisely in written and verbal formats.
- Strong analytical and problem-solving skills with the ability to develop alternatives and solutions.
- Demonstrated interpersonal skills in order to establish and maintain effective and positive working relationships with co-workers, fire department command personnel and members of other public agencies.
- Ability and experience in managing projects amongst diverse stakeholders.
- Detail-oriented with ability to organize and set priorities in order to multi-task efficiently and meet strict deadlines.

- Ability to define problems, collect data quickly and accurately, establish facts and draw valid conclusions.
- Ability to work independently with minimal instruction and direction.
- Ability to exercise discretion and maintain confidentiality.
- Ability to apply new technologies to data analysis and reporting.

Licenses and Certifications:

Must have and maintain a valid Colorado Driver’s License with a satisfactory driving record in order to operate Authority’s vehicles (non-emergent). Some local travel may be required.

<b>Position Reports To:</b>	Communications Center Director
<b>Working Environment:</b>	Communications Center/Office
<b>Physical/Mental Requirements:</b>	Sedentary/High [Working Conditions: office with artificial lighting; noise levels that may cause distractions; able to remain alert and responsive under low lighting and extremely demanding conditions.]
<b>FLSA Status:</b>	Non-Exempt