



TEXAS WOMAN'S
UNIVERSITY™

DATE ISSUED: 12/16
FLSA: Exempt
PTO: VCS

JOB DESCRIPTION

TITLE

Director of Data and Analytics

JOB SUMMARY

The Director of Data and Analytics serves in a leadership role fostering accountability, transparency and a data informed approach to achieving strategic objectives. Working in collaboration with libraries and library staff the incumbent is responsible for developing a comprehensive data program. The position is responsible for collecting, organizing, storing, analyzing and distributing data that supports service improvements and articulates the value of library services, collections and spaces. The Director helps foster a culture of assessment and continuing development within the Libraries by providing staff support and assessment training. In addition, is responsible for communicating assessment activities and results in a timely and appropriate manner. Work is performed under administrative direction and performance is based upon completion of assignments and results obtained. The performance evaluation is conducted through the performance evaluation system in accordance with the University Policies & Procedures and is based on the accomplishment of defined objective and the effectiveness of the assigned library functions.

ORGANIZATIONAL RELATIONSHIPS

Reports to: Assistant Dean of Library Operations and Services

Supervises: System Engineer

ESSENTIAL DUTIES - May include, but not limited to the following:

- Provides leadership in assessing library services.
- Identifies key data that measures the impact of the library's collections, services, facilities, news, and events.
- Plans, develops, and implements library wide assessment programs and strategies that enable continuous review, evaluation and improvement of services.
- Provides assessment and data management consulting and support services to librarians.

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- Develops and consults on surveys and other assessment tools.
- Implements strategic assessment initiatives.
- Monitors and coordinates assessment projects throughout the Libraries in addition to performing assessment activities.
- Coordinates the gathering of library wide statistics for external surveys such as ACRL and IPEDS.
- Develop a data warehouse.
- Coordinate the reporting/archiving of library statistical data.
- Provides assessment training.
- Works with library leaders to document, correlate, and disseminate assessment results, and incorporate the knowledge gained in assessment into library strategic planning, decision-making, and process improvement.
- Demonstrates salient improvements in services and satisfaction.
- Serves as a member of the Libraries' Administration Team to set priorities and promote initiatives that align with the University's strategic and academic plans and contribute to library excellence.
- Responsible for establishing job standards for subordinate staff and effectively evaluating staff under charge. The performance evaluation is conducted through the performance evaluation system and in accordance with the University Policies & Procedures.

ADDITIONAL DUTIES

- Represents the libraries on assessment issues at the university, regional and national level.
- Share expertise through publications and presentations.
- Performs other duties as requested.

EDUCATION

Master's degree in library or information sciences, statistics or related field. Undergraduate degree in statistics or related field plus five years' experience required.

EXPERIENCE

Five years experience, in a University setting preferred. Supervisory and managerial experience preferred.

REQUIREMENT

Regular and reliable attendance at the University during regular scheduled days and work hours is an essential function of this position.

KNOWLEDGE, SKILLS, AND ABILITIES - The following are essential:

- Demonstrated experience with a wide range of quantitative and qualitative assessment methodologies and their application in academic libraries.
- Proficiency with statistical software applications, such as Excel SPSS, or SAS, and conducting analysis and creating customized reports.
- Experience analyzing data, designing and administering surveys and providing recommendations for service improvements.
- Proficiency with data visualization tools and analytics from library systems.
- Proficiency with qualitative data analysis software such as NVivo or Atlas Ti.
- Evidence of project management skills.
- Commitment to engage in ongoing professional development.
- Demonstrated ability to collaborate with diverse groups and communicate ideas effectively.
- Demonstrated ability to work independently.
- Ability to work collaboratively with other campus units.
- Ability to plan, direct, and evaluate a complex operation, using human resources, time, funds, and other resources for the accomplishment of long term and short term goals of the library.
- Ability to establish and maintain effective work relationships with students, faculty, staff, and the public.
- Ability to provide administrative guidance within area of responsibility, providing direct training and supervision as needed.
- Ability to apply budgetary and fiscal planning techniques within financial constraints.
- Ability to organize work effectively, conceptualize and prioritize objectives and exercise independent judgment based on an understanding of organizational policies and activities.
- Ability to integrate resources, policies, and information for the determination of procedures, solutions, and other outcomes.
- Ability to communicate effectively orally, by telephone, by e-mail, in person, and in writing.
- Ability to use a personal computer and other office equipment, including related university software and email.

PHYSICAL DEMANDS

The physical demands described in the Essential Duties and below are representative of those that must be met by an employee to successfully perform the essential duties of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties.

The employee may be required to travel.

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WORK ENVIRONMENT

All employees are responsible for maintaining an environment that is free from discrimination, intimidation, harassment, including sexual harassment. Work is normally performed in a typical interior work environment.

SAFETY

TWU promotes a safe working environment. Employees are responsible for completing assigned tasks safely and efficiently, and supervisors are responsible for creating and maintaining a safe work environment. Employees must report any unsafe work conditions or practices, as well as any near-miss incidents, to their supervisor and Risk Management. Supervisors and employees should ensure that injury/accident reports are submitted to the Office of Human Resources and Risk Management within 24 hours of the incident.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

Employee Signature: _____ **Date:** _____

Printed Employee Name: _____

Texas Woman’s University strives to provide an educational environment that affirms the rights and dignity of each individual, fosters diversity, and encourages a respect for the differences among persons. Discrimination or harassment of any kind is considered inappropriate.

Texas Woman’s University is committed to equal opportunity in employment and education and does not discriminate on the basis of race, color, religion, gender, sex, sexual orientation, ethnic origin, age, veteran’s status, or against qualified disabled persons.

All positions at Texas Woman’s University are deemed security sensitive requiring background checks.