



DATA SUPPORT ANALYST

DEPARTMENT: REPORTS TO:

Director, Information Technology

OVERVIEW

Collects, reviews, and inputs data into a computer system; audits output data. May be expected to code data and input data for computer processing. Identifies and resolves production related errors. Maintains and revises procedural lists. Advises and supports staff on best practices for multiple software systems. Has knowledge of commonly-used concepts, practices, and procedures in the computer field. Knowledge or experience in the Legal industry (particularly Litigation Support) would be valuable, but is not required.

ESSENTIAL FUNCTIONS:

- Supports end-user needs in multiple software systems.
- Documents procedures as necessary.
- May provide some customer training of features and functionality.
- Familiar with a variety of computer concepts, practices, and procedures.
- Recommends and submits bug fixes where necessary.
- Recommends controls by identifying problems; writing improved procedures.
- Maintains user confidence and protects operations by keeping information confidential.
- Contributes to team effort by accomplishing results as needed.
- Data entry as needed
- Quality Control of data entry

REQUIRED KNOWLEDGE:

- Excellent written and verbal communication skills
- Experience in dealing with interpersonal situations
- Excellent MS Excel skills

PREFERRED SKILLS:

- Knowledge of databases
- Experience with Litigation Support software such as Relativity, Case Logistix

EDUCATION/CERTIFICATIONS:

- Requires a high school diploma or its equivalent and 0-3 years of experience in the field or in a related area.

WORKING HOURS:

Work may require more than 40 hours per week to perform the duties of the position.

WORKING CONDITIONS:

Overtime is possible and may be expected in order to perform the essential functions of the position. Work is performed in a normal heated or air-conditioned office environment.

*The above is intended to describe the general content of and requirements for the performance of this job. It is not to be construed as an exhaustive statement of essential functions, responsibilities or requirements. This job description must not be misconstrued as a promise of employment, nor deemed as an employment contract.
Revised 04/2017*