



JOB TITLE: RESEARCH TECHNICIAN

Classification: Classified
Salary Range: 32

Retirement Type: PERS*
Board Approved: October 19, 2015

BASIC FUNCTION:

Under the direction of the Director, Research and Planning, perform a variety of data support tasks and specialized projects requiring a high degree of technical knowledge, skill and independent judgment. Provide administrative support to selected research and planning functions.

REPRESENTATIVE DUTIES:

Perform a variety of research, reporting and statistical functions. Produce reports containing summary data in graphical, tabular and narrative forms. Update standard reports annually, such as high school, regional and college data.

Perform data entry and manipulation of data using database and spreadsheet applications/software, including application of formulas and functions, and utilization of data queries.

Extract data from internal databases and transfer data to other applications, such as Excel, for analysis. Download, organize and evaluate data from external sites. Compile and upload datasets for various external agencies. Review data for accuracy and consistency.

Assist in the administration of College-wide surveys including organization, distribution and collection of surveys and the compilation and reporting of survey results.

Compile and report results from online and scannable (optical mark reader) surveys. Scan surveys, download online survey data and assemble standard reports.

Respond to general requests for data and information from students, staff and the general public. Triage requests to determine how each will be fulfilled.

Follow ethical standards for research including ensuring the security of data, protecting student privacy and human subjects of research, and maintaining the confidentiality of unitary data.

Update and maintain administrative aspects of the College planning system. Communicate with College planners, as needed. Assist with training College employees in the use of the system.

Provide administrative support to the Director for planning committees and events, including the production of minutes for the research- and planning-related meetings.

Maintain record-keeping system of proposals submitted to the Institutional Review Board (IRB). Provide other support to the IRB.

Design, update and maintain Institutional Research & Planning webpages and intranet pages. Maintain and contribute to the office's blog and Twitter pages.

Maintain and verify current budget information; monitor expenditures and assist in budget preparation as required.

Maintain office inventories of supplies, software licenses and equipment. Coordinate communication with vendors, contractors and other internal and external representatives to maintain contracts, licenses and office functions.

Operate a variety of office equipment and machines such as personal computer, calculator, photocopier/digital scanner, printer and optical mark reader.

Perform related duties as assigned.

JOB QUALIFICATIONS:

Education and Experience:

Must have completed an Associate degree or equivalent in social sciences, business/economics, social or educational research, or a related field, and at least two years of related experience that demonstrates the ability to retrieve and manipulate data, compile and create statistical reports, perform calculations and summarize results of data.

Experience in higher education preferred.

A Bachelor's degree or higher in a related field may be substituted for relevant experience, which includes course work in analysis, research or statistics.

OTHER QUALIFICATIONS:

Knowledge/Areas of Expertise:

Research methods and techniques, preferably as they pertain to institutional research in higher education

Technical and research report writing methods, including content, organization and styles

Descriptive and introductory inferential statistical methodologies and practices

Computer-based data management systems, preferably database, statistical, and spreadsheet applications

Correct English usage, grammar, spelling, punctuation and vocabulary

Presentation techniques including multi-media and web publishing

Standard office practices and procedures, including filing and record keeping and the operation of standard office equipment such as computers, printers, digital scanners and calculators

Abilities/Skills:

Perform data extraction, manipulation, calculation and basic-level analysis following standards of research practice

Review and verify data with efficiency, thoughtfulness and accuracy

Effectively communicate in English both verbally and in writing

Work accurately and efficiently under pressure of deadlines and changing priorities

Meet schedules and timelines

Maintain records and prepare reports

Work cooperatively and supportively with others

Approach problems and research studies with objectivity

Interpret, apply and explain rules, regulations, policies and procedures

Exercise good judgment, tact, courtesy and patience

Work independently with limited direction

Search both electronic and hardcopy information sources

Reason logically and creatively and apply that logic to research topics

Remain current with Applicable Federal, State and local laws, regulations, codes, and guidelines related to assigned activities

Operate a variety of equipment and machines such as personal computer, digital scanner/photocopier, calculator and printer

Comfortably and effectively use Excel, Word, PowerPoint and other office software, including use of mathematical functions and application of formatting

Quickly learn new software including large enterprise data systems and web and document design tools

Licenses or Other Requirements:

May require a valid California driver's license

WORKING CONDITIONS:

Typical office setting

Dexterity of hands and fingers to operate a keyboard and mouse

Exchange information via email, in person and by telephone

Sit for extended periods of time

Lift and carry up to 50 lbs.

Move from one work area to another as needed

Occasional travel between college locations

Extensive computer work

* Previous employment performed in a different public retirement system may allow eligibility to continue in the same retirement system.