Data Analyst I, II, and Senior

The Data Analyst I, II, and Senior (DA I, DA II, DA SR), report directly to the Team Leader, Manager or Director, depending on the organizational structure. These positions are non-exempt. Up to twenty-five percent travel may be required for the DA I & II; up to thirty percent travel may be required for the DA SR. This job description is applicable to Data Analysts, levels I, II, and Senior.

Expectations:

The Data Analysts are expected to take a proactive role in supporting the division and in providing client support. The DA is expected to build a high level of trust with internal and client personnel. This trust is developed through consistently upholding PCI Values and demonstrating Honesty, Integrity, Pride, Accountability, Teamwork, and Commitment.

In addition to the above expectations, the DA II is expected to identify and execute tasks that enhance the ability of PCI to provide an 'added value' service for clients and provide guidance and direction on technical issues. DA II's have a higher level of technical experience and expertise to troubleshoot issues, as well as assist in providing innovative, creative, effective, and long-term solutions.

In addition to the above expectations, the DA SR is expected to build a high level of interaction with the Client, Project, and PCI Consultant to provide strategic direction. This high level of interaction is developed through consistently being a subject matter expert by providing high level direction, tactical thoroughness, reliability, strategic initiative and consistent follow-through. The DA SR works closely with clients to evaluate, demonstrate, and initiate value-added solutions and services.

Responsibilities & Assignments:

Data Analyst I

• Accurate and timely management of calibration databases and data entry at PCI and at client sites.
• Completes work in a safe and correct manner, following PCI and client specific policies, procedures, and proposals.
• Ensures precise and timely documentation.
• Completes weekly timesheets with correct labor code charges.
• Assists with scheduling and prioritizing calibrations based on client requests.
• Creates and delivers PCI past due and calibration due reports and internal monthly and quarterly preventive maintenance (PMS).
• Administrative support relative to shipping, scheduling, delivery coordination, etc.
• Initiates client reports.
• Constantly seeks innovative ways to deliver better value to clients in a highly professional, profitable manner.
• Maintains a neat and professional PCI work area and projects a professional image at all times.
• Always considers safety when executing tasks and projects. Ensures that PCI work areas are safe, neatly organized and professional on-site and in office.
Job Description

- Is attune to potential new opportunities for PCI when at a client site or interacting with a client and relays this lead back to Leader/Manager.

Data Analyst II (in addition to those listed above)
- Provides peer review and quality oversight for technical work product and GxP documentation.
- Familiar with and supports multiple software platforms and the critical functions of calibration and maintenance software. Supports software validation.
- Performs audits of PCI and PCI client databases.
- Maintains the PCI asset list and inventory control.
- Prepares monthly calibration database reconciliation reports and provides analysis.
- Provides effective solutions to client expectations and issues and works with DA SR or Team Leader to implement. Consistently follows up to ensure client satisfaction. Based on business needs, assumes responsibility and ownership for certain client relationships and accounts.
- Develops and creates quotes or proposals; assists with the development of complex proposals. Communicates effectively with clients and prepares summary reports for management.
- Professional, diplomatic, and tactful with potentially sensitive issues; has a good understanding of the business case. Comfortable dealing with all levels of management and clients, and respected by peers and clients,
- May assist in PCI onboarding process, mentors less experienced associates and provides formal training in certain areas of expertise.
- Is familiar with all PCI service offerings and is comfortable exploring potential leads while at client sites.

Senior Data Analyst (in addition to those listed above)
- Provides strategic oversight and audits of PCI and client databases.
- Supports PCI Consultants and clients to identify performance enhancements of information management systems; properly assess cGMP requirements, gap analysis, and assist with remediation efforts in a controlled, validated state.
- Oversight and support of implementation services related to information management systems such as: data migration planning, cleansing efforts, and archiving controls for the applicable database.
- Thorough understanding of internal business processes.
- Develops and analyzes applicable and value-added reports for PCI and PCI clients via Crystal Reports® or other software as specified.
- Evaluates and supports software validation.
- Strong adaptability to circumstance and project change while championing the PCI Success Philosophy and encouraging teammates to support each other for great project results.
- Builds strong relationships with clients to better understand their needs and requirements. Provides effective and long term solutions independently with minimal to no management input. High degree of effective and creative judgment to resolve complex PCI and client issues.
- Takes client relations initiative and proactively seeks to expand PCI services.
Job Description

• Provides project coordination in oversight of scheduling, resource allocation, proposal and quotation development, fixed cost and T&E project management for profitability. A DA SR may lead projects and serve as "Account Manager" for select clients based on strong client ties and business needs.

Skills Required:

Data Analyst I
> Accurate documentation, project follow through, and adherence to safe work practices.
> High level of customer service, integrity, and ingenuity.
> Effective communication skills with peers, manager and client. ▶
> Professional in appearance, communication, and follow through.
> Organized and on target priorities.
> Reliable (attendance, punctuality, meeting deadlines).
> Comprehends the importance of financial discipline and operates with a focus on the company’s bottom line.
> Works well in a team environment and is open to suggestions of others.
> Ability to work remotely under client direction with limited PCI management oversight.
> Excellent working knowledge of MS Office suite.
> Report development software and relational database experience; preferably with calibration maintenance/management software expertise.

Data Analyst II (in addition to those listed above)
> A strong working knowledge of validation principles and concepts.
> Keen assessment skills and the ability to interpret, analyze, and present data. ▶
> Statistical analysis experience.

Senior Data Analyst (in addition to those listed above)
> Subject Matter Expert skills with relational databases and Crystal Reports@ or other report development software.
> Subject Matter Expert skills with information management systems, including Maximo, SAP, and Blue Mountain Quality Resources product line.
> Experience with Maintenance Administration and PM Task coordination and oversight.
> Ability to build metric reports based on client needs.
> Exceptional interactive customer service skills and ability to help projects stay highly organized.

Experience & Education Required for Data Analyst I:
A two-year degree in Computer Science, Business Administration, other related field, or equivalent military training and two years of applicable experience or the equivalent combination of education and experience. Pharmaceutical industry or quality system experience is preferred.

Experience & Education Required for Data Analyst II:
Job Description

A four-year degree in Engineering, Life Sciences, Computer Science, other related technical field or equivalent military training and two years of Pharmaceutical industry or Quality System experience or the equivalent combination of education and experience.

Experience & Education Required for Senior Data Analyst:
A four-year degree in Engineering, Life Sciences, Computer Science, other related technical field or equivalent military training and four plus years of Pharmaceutical industry or Quality System experience or the equivalent combination of education and experience. Extensive database experience, validation, and change control practices. Sequel server, Crystal Reports and/or applicable reporting experience is preferred. Good understanding of Server management and disaster recovery processes with information management systems. Certifications in related field of Information Technology, Validation, and/or Quality Auditing preferred.