



JOB DESCRIPTION

Database Report Writer

Reporting to: Database Administrator

EEO Category: Professionals

Clinical Supervisor: N/A

Created: 10/07/2019

FLSA Classification: Exempt

PRO: IT Positions

Location: Noblesville Administration

Team: Information Systems

POSITION SUMMARY

The Database Report Writer will be responsible for creating, modifying and turning reports and visualizations to meet the business needs of the organization. They will use their proficiency with SQL databases to extract and collect data according to management needs; using tools such as Management Studio, Reporting Services, SSIS, Crystal Reports and more under the direction of the Database Administrator (DBA). This role is expected to be high performing, work independently, possess a personable, pleasant and positive attitude in working with others.

ESSENTIAL RESPONSIBILITIES

IT Support and Administration

- Design and develop detailed reports and visualizations using data reporting tools such as Crystal Reports and SSIS
- Analyze existing SQL queries for improvements
- Suggest new queries to optimize and improve reporting, identify areas of improvement and provide actionable recommendations
- Analyze complex data systems and document data elements, data flow, relationships and dependencies
- Develop new automated and reusable routines for extracting requested information from databases to meet business needs
- Provide timely scheduled management reporting
- Assist in resolving information technology and systems issues
- Track errors reported by users in order to identify areas of improvement in our reporting processes and recommend solutions
- Respond to requests for technical assistance by phone or email and log the issue in our help desk management system

Customer Service

- Interact with staff and others in a positive, helpful and professional manner through all modes of communication
- Respond timely to inquiries from staff and/or others with a strong ability to effectively handle difficult situations with appropriate tact, respect and resourcefulness

Coordination and Communication

- Collaborate with various functional business units and teams in order to achieve business reports through data

- Build and maintain strong working relationships with Aspire staff and supervisors, as well as external contacts
- Build and maintain a strong network of external relationships with vendors
- Participate in performance management and coaching; respond appropriately to direction and constructive criticism from management
- Provide ongoing communication and feedback to assigned supervisor regarding position responsibilities
- Respond in a calm and effective manner to a variety of demands, projects and personality types

Reporting & Documentation

- Timely completion of all required unit and/or organizational reports and/or documentation according to policies and procedures (e.g. PTO requests, expense sheets, training requests, TB documentation, etc.)

Professional Development

- Complete and maintain compliance with required trainings and/or education required for the position
- Participate in appropriate team and/or administrative meetings, assigned committees, in services, and other continuing education/training
- Provide training, coaching and mentoring to staff, as assigned
- Proactively create and execute a professional development plan to stay current within field

Core Values

- **People** – Passionately believes in people and embraces diversity
- **Integrity** – Does the right thing even when no one is looking
- **Laughter** – Believes that laughter is truly the best medicine
- **Learning** – Challenges old paradigms with critical thinking, curiosity and creativity
- **Accountability** – Sets an intentional culture of personal responsibility; believes everyone carries the load
- **Relationships** – Serves colleagues and consumers with love, empathy and compassion

Position-Specific Competencies

- **Results-driven** – Think strategically and demonstrates understanding of big picture in order to plan and achieve desired results toward Aspire’s mission and vision
- **Flexible** – Ability to manage multiple situations at a time
- **Problem-solver** – Apply critical, creative thinking in a variety of emergency situations
- **Collaborative** – Work cooperatively with management, Aspire staff members, and other external vendors
- **Effective communicator** – Use 2-way communication that demonstrates warmth, clarity, and professional consideration for consumer and staff beliefs, values and judgments

CRITICAL FUNCTIONAL SKILLS & KNOWLEDGE

Required Education & Experience

- Bachelors degree in a related field with two (2) years of experience **OR**
- Associates in a related field with four (4) years of experience

Other

- Ability to meet or exceed metric standards that have been established for this organizational level or position within Aspire
- Strong ability to maintain strict confidentiality and handle highly confidential information with professionalism

- Strong understanding of cybersecurity best practices and ability to keep up on solutions to ongoing threats
- Seek guidance and direction proactively to facilitate the successful completion of all job duties
- Must be highly self-motivated and willing/able to proactively troubleshoot/solve issues
- Ability to work well under pressure in a fast-paced, time sensitive environment with shifting priorities and multiple deadlines
- Must be able to work independently as well as part of a team
- Must be able to demonstrate the effective use of Aspire's Electronic Health Record (EHR) systems
- Must possess the ability to learn and/or operate relevant computer operating system environments, and the ability to operate a variety of office equipment (fax machine, copier, scanner, computer, telephone system, etc.)
- Must have strong customer service and interpersonal communication skills and the ability to communicate effectively via phone or in person
- Shows appreciation for and ability to respond to cultural differences, and adjusts communication practices accordingly in order to minimize cross-cultural misunderstandings
- Consistent work attendance and compliance with scheduled work hours (excludes approved FMLA absences)
- Must comply with all Aspire policies and procedures, including Aspire Indiana's Corporate Compliance Program as it applies to individual job duties, the department, and the company
- Exercise due diligence to prevent, detect, and report unlawful and/or unethical conduct by fellow co-workers, professional affiliates, and/or agents
- Display a positive work ethic; be self driven

PHYSICAL DEMANDS & WORKING CONDITIONS

The nature of work may generate considerable mental and visual demand. The physical and working demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Office environment, travel within the community, as needed
- Ability to be flexible and work some evening, holiday, and weekend hours as needed
- Heavy exposure/use of computers, cell phones, office phones, etc.
- Daily, weekly, monthly and annual deadlines
- Ability to communicate effectively by phone or in person
- Specific vision abilities require close vision, distance vision, peripheral vision, depth perception and ability to adjust focus; must also have adequate vision to read correspondence(s), computer screen(s), form(s), etc.
- Manual dexterity sufficient to operate a keyboard, photocopier, telephone, calculator, and the ability to write and/or type
- Ability to regularly lift files, open filing cabinets, climb to reach higher files and lift average-weight objects up to 25 lbs; must be able to occasionally lift and/or move 50 or more pounds
- Must be able to respond appropriately and effectively in crisis situations by using good judgment and following Aspire protocols
- Prolonged sitting, some bending, stooping, stretching, reaching, standing, walking
- Frequently required to be physically mobile (stand, walk, reach, use hands and fingers, stoop, kneel, crouch or crawl, climb, balance, bend) throughout work hours, and also the ability to sit for prolonged periods throughout work hours

Background Checks

Employment is contingent on background checks as required by Aspire's policies which may include: Drug Test, Criminal History, Driving History Record, Sex Offender Registry Search, State Central Registry Check, Employment Verification, Education Verification, and Professional References

Supervisory Responsibilities

This position has no supervisory responsibilities

Work Hazard Category

Category III - The nature of physical, mental and visual demands are consistent with a high activity, general office environment. Skills in computer and software operations. Travel in the central Indiana area is required in Category III tasks.

Employee Statement of Understanding

I have read and understand the job description for my position. I understand this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required for this job. Employees will be required to follow any other job-related instructions and to perform any other job-related responsibilities requested by their supervisor. Duties, responsibilities and activities may change at any time with or without notice.

I am able to perform all of the essential functions of this position. I agree to comply with the corporate compliance policy and all laws, rules, regulations and standards of conduct relating to my position. As an employee, I will strive to uphold the mission and vision of the organization. I am required to adhere to the values in all my interactions with customers and fellow employees.

As an employee, I understand my duty to report any suspected violations of the law or standards of conduct to my immediate supervisor.

Employee Signature

Date

Printed Name