

JOB TITLE: **Research Assistant**
DEPARTMENT: Academic Unit
FULL TIME / PART TIME: On temporary contract
JOB DESCRIPTION: To support the Academic Unit, Arthur Lok Jack Graduate School of Business in its primary institutional research function of capturing, analyzing, and interpreting data related to defined research interests.

KEY RESPONSIBILITIES:

1. Executes Institutional Data Research Projects
 - Supports the decision making of the school's leadership by independently extracting and statistically analyzing data, and presenting findings.
 - Determines plan of action, establishes time lines, and monitors task completion of Institutional Research projects.
 - Updates appropriate staff with project information via written and oral presentations when necessary.
 - Answers technical and data related questions from staff.
 - Draws upon many sources of school and peer information for comparison and evaluation.
2. Data collection, analysis, and reporting
 - Identifies sources for information and coordinates reporting efforts and accuracy of data.
 - Independently analyzes data from output and is responsible for reports pertaining to demographics, trends, and longitudinal analysis as necessary.
- Writes narrative reports and creates original charts, graphs, and tables utilizing graphics, spreadsheets, and word processing software.
- Supports standard data reporting requirements and responds to external information and data surveys.
3. Data Integrity
 - Ability to works with internal and external sources to monitor and maintain data integrity
 - Knowledge of statistical analysis software, programming languages, database structures, data mining, and MS-Office.
 - Skilled in data exploration and analysis including data mining and calculating statistics using statistical software, programming languages, and databases.
 - Skilled in compiling data from a variety of internal and external sources, analyzing data and systems, and presenting findings to both internal and external sources.
 - Skilled in defining business flow and translating to system needs.
4. Other duties as assigned

JOB REQUIREMENTS:

1. At least 3 years experience in conducting research projects
2. A First Degree qualification from an accredited college or University in a field involving research projects
3. Requires significant work in statistical analysis and experience in an educational institutional research setting
4. Ability to consistently provide accurate data, and maintain confidentiality of sensitive and/or personal information. Requires broad understanding of issues in higher education, research methods, and statistical techniques.
5. Working Knowledge in Microsoft Office Suite, including Microsoft Publisher
6. Displays a high level of effort and commitment to performing work; operates effectively within the organizational structure; demonstrates trustworthiness and responsible behavior (Performed by all incumbents):
 - Skilled in managing multiple projects and working independently.
 - Demonstrates eagerness to learn and assume responsibility; seeks out and accepts increased responsibility; displays a "can do" approach to work.
 - Shows persistence and seeks alternatives when obstacles arise; seeks alternative solutions; does things before being asked or forced to by events.
 - Works within the system in a resourceful manner to accomplish reasonable work goals; shows flexibility in response to process change and adapts to and accommodates new methods and procedures.
 - Accepts direction and feedback from supervisors and follows through appropriately.
5. Communication Skills such as:
 - WRITING: Ability to communicate clearly and effectively in writing by use of various forms of business communication via emails, facsimile, letters, reports, memorandums etc.
 - SPEAKING: Ability to communicate clearly to all stakeholders (peers, contractors and other staff members)
 - ACTIVE LISTENING: ability to listen and demonstrate understanding of the concerns of stakeholder
 - Ability to effectively communicate technical information to non-technical staff.
6. Interpersonal Skills such as:
 - CUSTOMER RELATIONS: Ability to effectively deal with customer issues and requests, queries and complaints in a manner that supports quality customer care and service