



Job Description Form

Division/Department	Technology Department
Job Title	Data Integration, Reporting & Research Analyst
Reports to	Director of Technology/Information systems

Level/Grade	Type of position: <input checked="" type="checkbox"/> Full-time Permanent <input type="checkbox"/> Full-time Temporary <input type="checkbox"/> Full-time Temporary <input type="checkbox"/> Part-time Temporary
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Creation Date 05/01/2026

INTRODUCTION TO MTCC

Location

MTCC is located in Marion, N.C., a small, pleasant town at the edge of the Blue Ridge Mountains with the tagline, "Where Main Street Meets the Mountains." Just off Interstate 40, Marion is located approximately 35 miles east of Asheville in McDowell County.

The College

Our Vision at MTCC is to *learn and grow* while focusing on individuals, our community, and our institution. In our recently-launched [Vision 2025 Plan](#), we established a new mission statement that emphasizes our role to promote **workforce development**, as well as our new set of College Value statements which guide our employees' work:

- We are **Caring** and **Supportive** of all.
- We are **Reliable** and **Available** when needed.
- We are **Sincere** in our Commitment.
- We are **Amazing**.

Institutional Goals—All employees play a role in our collective work to make measurable progress by the end of 2025 towards each goal.

- Goal 1: **Access**—We will expand learning opportunities and remove barriers to enrollment.
- Goal 2: **Retention and Progression**—We will enhance student support with holistic, wrap-around student services and decrease barriers to persistence.
- Goal 3: **Quality**—We will improve quality through intentional partnerships and finding equitable solutions to enhance the learning environment.
- Goal 4: **Success**-- We will increase opportunities for student success and transitions to further education or employment.

GENERAL RESPONSIBILITIES

This staff member will lead and support college-wide data integration, extraction, analysis, and institutional research functions to include: student information system (SIS) software integration (e.g., Softdocs document imaging and electronic forms), enterprise reporting and business intelligence (e.g., Informer 5), and institutional research for decision support and continuous improvement. Provide support to senior administration for the integrity, availability, and appropriate use of institutional data; develop and maintain repeatable reporting processes and documentation; and collaborate with campus stakeholders and vendors to ensure reliable data workflows and actionable reporting.

SPECIFIC RESPONSIBILITIES

1. Configure, maintain, and support SIS-related integrations and workflows for document imaging, electronic forms, routing, indexing, and associated business processes (e.g., Softdocs).
2. Coordinate integration requirements with IT, functional offices, and vendors; develop test plans, validate results, and document changes/releases.
3. Develop, maintain, and optimize queries and data extracts to support operational reporting, leadership dashboards, and ad hoc analysis (e.g., Informer 5 or comparable tools).
4. Establish and maintain standardized report definitions, filters, schedules, and secure distribution controls to ensure consistent metrics and appropriate access.
5. Perform data validation and quality assurance (QA) routines to improve accuracy, resolve discrepancies, and support data governance practices (definitions, documentation, data dictionaries as feasible).
6. Support institutional research activities including trend analyses, cohort/retention/success analyses, program outcomes reporting, and survey support as assigned.
7. Prepare recurring and special reports for internal planning and external requests; translate stakeholder questions into defensible methodologies and clear deliverables.
8. Provide training and user support to campus personnel on reporting tools, standard reports, and interpretation of key metrics; serve as a resource for data-informed decision-making.
9. Maintain documentation of data sources, logic, refresh schedules, and methodology notes to support continuity, audit readiness, and accreditation/continuous improvement evidence needs.
10. Other duties as assigned consistent with the position's purpose.

QUALIFICATIONS

Bachelor's Degree in information systems, data analytics, statistics, computer science, business analytics, public administration, or related field required; Master's Degree preferred.

Experience in higher education reporting/analytics, SIS data extraction and integration, and/or institutional research preferred.

Demonstrated proficiency with SQL and reporting/BI tools (e.g., Informer 5, SSRS, Power BI, Tableau, or comparable).

Must be able to communicate effectively with the entire campus community and translate technical concepts into clear, practical guidance.

Must demonstrate sound judgment and discretion in handling sensitive institutional and student data.