

RESEARCH ASSISTANT

DISTINGUISHING FEATURES OF THE CLASS:

This is a professional position in which the incumbent analyze data, designs, performs and supervises research projects and produces a number of statistical and special project reports. In addition, the position involves responsibility for the management of a data information system. The work involves extensive use of electronic data processing equipment. General supervision is received from the Department head. Supervision may be exercised over subordinate staff.

TYPICAL WORK ACTIVITIES:

The following is indicative of the level and types of activities performed by incumbents in this title. It is not meant to be all inclusive and does not preclude a supervisor from assigning activities not listed which could reasonably be expected to be performed by an employee in this title.

In the Department of Behavioral and Community Health

1. Depending upon assignment, specializes in the management of the Medical Records Unit or the Service Reporting Unit in the Office of Research and Evaluation in the Department of Mental Hygiene;
2. Develops design implementation for research projects to be conducted by the office staff;
3. Supervises the collection and analysis of statistical data relating to units of service, staff productivity and other delivery system factors;
4. Prepares reports in written and/or tabular format, using standard and in-house software packages to retrieve and present information in a clear and usable manner;
5. Attends meetings with Director of Research and Evaluation and other department staff as necessary to discuss progress of special research projects;
6. Coordinates preparation of Federal, State and other periodic reports concerning service volume and patterns of service, and may act as liaison, concerning such reports;
7. Develops or revises reporting forms for the departmental management information system;
8. Supervises clerical staff engaged in the maintenance of records and other data;
9. Assists in the training of new departmental staff in the operation of the departmental management information system;
10. Presents oral and/or written reports at Executive Council and other departmental meetings when requested, explaining research methods, procedures and results;
11. May assume limited duties of the office head in his/her absence.

In the Department of Planning and Development

1. Analyzes economic, employment, land use, housing, and transportation data for research and support of planning;
2. Assembles, collects, processes, analyzes, and interprets data from various sources;
3. Defines data requirements, and designs databases to satisfy the objectives;
4. Develops or revises reporting and/or data collection forms for the departmental data systems;
5. Ensures the currency, accuracy, and integrity of datasets/databases;
6. May train staff in the use and/or operation of department data systems;
7. Prepares reports, infographics, maps in written and/or graphic/tabular format, using standard and in-house software packages (such as ArcGIS) to retrieve and present information in a clear and usable manner;

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8. Presents oral and/or written reports at departmental and other meetings when requested explaining research methods, procedures and results;
9. Acts as a resource for other staff, the public, and clients;
10. Attends specialized training in area of expertise.

In the Department of Probation and Community Corrections

1. Develops an in-depth understanding of all Office of Probation functions, programs, operations, software platforms and related data structures;
2. Designs, develops, modifies and maintains management reports, data, and/or databases per user specifications to meet data analysis needs;
3. Proactively investigates and identifies reporting improvement opportunities to meet information service needs and solve problems;
4. Validates and analyzes data applying critical thinking and analytical abilities;
5. Develops ad hoc reporting tools that can be used by probation administration and the management team and serves as primary contact for all reporting requests;
6. Creates and presents management reports and dashboards using related computer software with users' input explaining research methods, procedures and interpreting skills;
7. Makes oral and written presentations, serve on teams/committees, cross-training for other jobs, and special projects.
8. Assists in writing grants and preparing data to be used in grant applications as assigned;
9. Coordinates and tracks data related to contract agencies including outcomes and performance metrics;
10. Gather necessary information in order to establish or renew and monitor agreements with contractors;
11. Develops agency standards and document data access procedures for inputting data into case management software and other databases;
12. Trains employees in the access and use of reports and to follow the procedures;
13. Provides in-house IT support and acts as a liaison with the Office of Central and Information Services (OCIS) for IT services.

FULL PERFORMANCE KNOWLEDGE, SKILLS, AND ABILITIES:

Good knowledge of basic research methods and survey techniques; good knowledge of current methods of collecting, analyzing and interpreting statistical data; working knowledge of data processing techniques and their applications; working knowledge of the behavioral sciences; ability to plan and organize work; ability to write narrative and statistical reports; ability to communicate effectively, both orally and in writing; ability to establish effective working relationships; ability to supervise the work of others; ability to read and interpret complex information; ability to keep abreast of current development in the fields of research methods and mental health; resourcefulness; good judgment; tact and courtesy; physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS:

- EITHER: (A) Master's Degree;
- OR: (B) Bachelor's Degree PLUS two (2) years of work experience which involved research and/or statistical analysis, program evaluation, or data analysis;
- OR: (C) An equivalent combination of education, training and experience as indicated in (A) and (B) above.

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NOTE: Your degree or college credit must have been awarded by a college or university accredited by a regional, national, or specialized agency recognized as an accrediting agency by the U.S. Department of Education/U.S. Secretary of Education.

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ADOPTED: 10/06/75

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