



Data Analyst

Baltimore, MD, USA Full Time

JOB DESCRIPTION

Join **Advanced Metrics** as a **Data Analyst** and use your passion to develop and implement innovative software solutions that have a true impact on the well-being of communities and individuals. Please email a letter of interest and resume to: careers@ametrics.org

Join **Advanced Metrics** as a **Data Analyst** and use your passion to develop and implement innovative software solutions that have a true impact on the well-being of communities and individuals.

The **Data Analyst** is responsible for mastering all software applications developed at Advanced Metrics and to assist customers and internal team members in the review, understanding and analysis of data sets from each application. This role is essential to successful software implementation, our Science to Service model and customer satisfaction. It is expected that the Data Analyst will be able to apply proven techniques and strategies to meet the various needs of Advanced Metrics customers. The Data Analyst will learn and apply the industry standards in data analytics and continue to improve and monitor the effectiveness of the approach and adjusting accordingly to industry needs.

Job Duties and Responsibilities Include:

- Turn data into information, information into insight and insight into business decisions.
- Interpret data, analyze results using statistical techniques and provide ongoing reports.
- Identify, analyze, and interpret trends or patterns in complex data sets.
- Filter and "clean" data by reviewing computer reports, printouts, and performance indicators to locate and correct data input problems.



- Work with management to prioritize business and information needs.
- Locate and define new process improvement opportunities.
- Assist customers in maintaining a high level of data quality.
- Perform root-cause analysis with customer, develop logical conclusions, and suggest appropriate solutions.
- Working collaboratively with the Advanced Metrics team, the Data Analyst will participate and adopt project management practices that maximize ongoing performance improvement and customer satisfaction to support the Advanced Metrics mission.
- Work with the software development team during requirements gathering and design planning.
Customer account management as needed related to both data analysis and other project needs as they arise, ensuring champions are established and satisfaction in the field is maintained.
- Proficiency in related tools and concepts adapted to software, an example would be the Child Adolescent Needs and Strengths Tool (CANS)
Establish ongoing relationship with customers.
- Resolve client inquiries, maintaining ownership through resolution.
- Develop and maintain a high level of product and business knowledge.
- Assist in the development of training documentation related to data analytics, usage and interpretation.
- Liaison between the development team and the customer.

Required Knowledge, Skills and Abilities:

- Demonstrated ability to work independently.
- Demonstrated ability to understand and apply a team approach when needed.
- Experience in and comfortable with public speaking and or training live audiences.
- Exceptional project management, prioritization, and planning skills, with demonstrated success producing high-quality deliverables on time and within budget.
- Strong interpersonal skills and ability to work effectively in a team.
- Excellent strategic thinking skills, with the ability to operationalize concepts and transform ideas into action as well as apply findings to ongoing program development.
- Passion for, and demonstrated commitment to, improving the lives of others.
- Excellent verbal and written communication skills.
- Demonstrated resourcefulness in setting priorities and proposing new strategies.
- Ability to work independently while being a team player.
- Ability to assess complex situations and facilitate solutions in a collaborative manner.
- Flexible and a self-starter; able to multi-task while also being highly detail-oriented.



- Demonstrated maturity and demeanor to establish immediate professional credibility with clients.
- Proficient in basic office tools, (Word, Excel, Power Point, project management software).
- Demonstrated ability to work effectively with clinical, administrative, billing, and leadership staff within the customer's practice, including the ability to objectively review and analyze changes in workflow processes that impact multiple departments.
- Ability to deliver complex message to varying degree of disciplines and backgrounds.
- Collaborate with the development team to improve the quality of the deliverables and ensure the business needs are met.
- Support Director of Solution Implementation in presenting potential improvements to the system.
- Highly self-motivated, goal oriented, and self-directed.
- Demonstrate ability to operate and innovate in a small team with a fast pace environment, balancing both strategic and tactical needs.

Hours/Locations:

- Full-Time (40 hr/wk) Flexible Schedule.
- Advanced Metrics has offices in Lancaster, PA and Baltimore, MD, though we are able to hire staff living in PA, MD, NJ, SC, and GA to work on a fully remote basis. Must be able to travel occasionally to Lancaster, PA and Baltimore, MD for meetings. If you have any questions about location or remote work, you can reach out to hello@ametrics.org for additional information.

Advanced Metrics Team Members Experience Benefits Such As:

- Competitive Salary
- Medical Plans
- Wellness Opportunities
- Opportunities for Advancement
- Pride in Working for a Mission Driven Company
- Support to Meet Professional and Life Goals

About Advanced Metrics:

- Advanced Metrics, an affiliate of Community Services Group (CSG), is a mission driven Certified Benefit Corporation. Our team of professionals adheres to a core set of values - Trust, Quality, Mindfulness, Happiness, Integrity, Goodwill, Grit, and Partnership - that compel us to be more than a software company and guides our daily aim to Make Data Human. We believe that collected data should be of value and utilized in a straightforward and uncomplicated manner and that



data collection and utilization seamlessly integrated into a practitioner's daily routine, enhancing measurement-based decision making and ultimately improving patient outcomes.

Qualifications:

- Bachelor's degree in a Social Science, or related field required.
- Experience in business or admin related role, a plus.
- 2 year's experience in the fields of social work, psychology, or sociology.
- Knowledge and familiarity with HIPAA and operational data security a plus.
- Must have the ability to obtain clearances as defined by regulations.
- Other special requirements will be determined based on the needs of the position.

How to Apply:

If you are interested in joining a multidisciplinary team of professionals dedicated to the Advanced Metrics Mission and Visions apply today!

Advanced Metrics & Community Services Group (CSG) are proud to be Equal Opportunity Employers supporting Workforce Diversity.

Please email a letter of interest and a resume to Advanced Metrics at careers@ametrics.org

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