



JOB DESCRIPTION

TITLE: Data Analyst	DEPARTMENT: Support Division
SUPERSEDES: New	FLSA STATUS: Non-Exempt
REVISED: August 2025	PAY RANGE: 17, \$31.00-\$46.06
EEO CATEGORY: Professionals	WC'S CODE: 8810- Office/Clerical

ORGANIZATION AND AREA INFORMATION: Nestled in the central part of Southeastern Arizona's Gila Valley, the City of Safford is a thriving rural Arizona City. With a population of just over ten thousand, it is the largest municipality in Graham County. Incorporated as a town in 1901 and becoming a city in 1955, Safford has become the major hub for Southeastern Arizona. The City of Safford as an organization has multiple different departments and over 230 staff members including full time employees, seasonal employees, volunteer firefighters and councilmembers to staff all the different positions at the City. The City also provides all utilities for its residents and other residents in surrounding areas. In addition to the major utilities of gas, water, electric, sewer, and sanitation, the City has a landfill and airport that service the county.

SUMMARY: The Data Analyst is responsible for supporting City Management by collecting, analyzing, and reporting data from various departments. This role utilizes Cityworks and other related systems to ensure efficient and effective management of services including maintenance and life cycle planning. This role actively supports and upholds the City's stated mission and values by performing complex data analytics, research and data visualization that assists city stakeholders in making data-informed decisions that advance achievement of strategic priorities and initiatives.

DISTINGUISHING CHARACTERISTICS: This position requires a unique blend of technical data expertise and applied research skills, with a strong focus on operations. The role stands out for its emphasis on integrating data systems like Cityworks and GIS to drive data-informed decision-making across departments in all funds. This position reports directly to the Finance Officer.

ESSENTIAL JOB FUNCTIONS: *Essential functions, as defined under the Americans with Disabilities Act, may include any of the following tasks, knowledge, skills and other characteristics. The list that follows is not intended as a comprehensive list; it is intended to provide a representative summary of the major duties and responsibilities. Incumbent(s) may not be required to perform all duties listed, and may be required to perform additional, position-specific tasks. The intent of this job description is to provide a representative summary of the major duties and responsibilities performed by employees in this job. Employees may be requested to perform job-related tasks other than those specifically presented in this description.*

- Collect, clean, analyze, and interpret data from multiple sources, including Cityworks, GIS, SCADA, and AMI systems. Assist in integrating GIS with Cityworks for enhanced data visualization and utility mapping.
- Collaborate with department heads to understand data needs and ensure accurate data collection.
- Create and present detailed statistical analysis, charts, graphs, maps, dashboards and reports for decision-making purposes; present analyses in various internal and external forums with diverse stakeholders.

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- Provide written and verbal communication regarding technical and complex data and statistical concepts and present in a way that can be understood by others who are not experts in those areas. Present analyses in various internal and external forums with diverse stakeholders.
- Work with internal and external stakeholders to collect and analyze data for strategic priorities and initiatives. Identify opportunities for process improvement and work to define improvements.
- Collect, organize, analyze, and disseminate significant amounts of data; interpret data and analyze results using statistical techniques to provide ongoing reports. Apply quantitative and qualitative statistical methodologies and data analysis techniques to identify, analyze, and interpret trends or patterns in data sets.
- Extract, clean, and analyze data from Cityworks AMS to track asset condition, work orders, service requests, and inspections.
- Develop custom reports and dashboards to support utility asset lifecycle tracking and maintenance planning.
- Identify trends in service delivery, asset failures, or maintenance performance to improve decision-making.
- Perform routine data audits to maintain accuracy and consistency in Cityworks and GIS databases.
- Develop and maintain documentation for data standards and procedures.
- Train field and office staff on data entry best practices to improve data integrity.
- Support staff with Cityworks configuration, troubleshooting, and training.
- Identify and acquire data from primary or secondary sources; query and extract data from a variety of sources such as relational databases or APIs.
- Implement best practice data management strategies; develop and maintain metadata; review and clean data to ensure data quality; and collect and organize significant amounts of data.
- Create and maintain automated reporting out of a variety of software applications. Effectively leverage city supported data management and visualization tools based on best practices and industry standards.
- Conduct survey research including development of a survey tool, program administration, analysis, interpretation, and reporting and produce detailed statistical reports summarizing survey results.
- Develop and maintain cooperative and professional relationships with employees and all levels of management to include representatives from other departments, stakeholders, municipal leaders and outside organizations.
- Serve as a data coordinator; assist in the annual audits of the department's performance measures and related data.
- Perform related duties as assigned.

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MINIMUM QUALIFICATIONS:

Education, Experience, Certifications and Licenses:

- High School diploma or equivalent GED certificate, or equivalent experience.
- Bachelor's degree in Data Analytics, Information Systems, Public Administration, Statistics, Social Sciences, or a related field, highly preferred.
- Three (3) years of experience in data analytics, applied research, or utility analytics.
- Experience with utility software systems such as Cityworks, GIS, SCADA, and AMI, highly preferred.
- Strong analytical and statistical skills, with proficiency in interpreting complex data sets.
- Proficient in data visualization tools, database management, and reporting software.
- Excellent written and verbal communication skills with the ability to explain complex concepts clearly.
- Ability to work independently and collaboratively with diverse stakeholders.

Required Knowledge and Skills:

- Knowledge of principles and practices of data analysis, statistical modeling, and research methodology.
- Knowledge of data collection techniques, including survey design, field data gathering, and database management.
- Knowledge of relational databases, including experience with SQL, data warehouses, and large datasets.
- Knowledge of Cityworks, GIS, and other asset or work order management systems used in utility and municipal operations.
- Knowledge of principles of project management and experience coordinating cross-departmental initiatives.
- Knowledge of local government functions, utility operations, and public sector budgeting/reporting practices.
- Skill in extracting, cleaning, analyzing, and interpreting complex datasets to support operational and strategic decision-making.
- Skill in communicating effectively, both orally and in writing, with staff across multiple departments.
- Skill in managing multiple priorities, meeting deadlines, and adapting to evolving data needs.
- Skill in working independently and collaboratively with minimal supervision.

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ENVIRONMENTAL FACTORS & CONDITIONS/PHYSICAL REQUIREMENTS: *The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

- Work is typically performed in a standard office environment with minimal exposure to noise, dust, or extreme temperatures.
- Occasional field visits may be required to gather data or conduct site-based observations, including walking on uneven terrain or in outdoor conditions.
- Requires the ability to sit or stand for extended periods while performing data analysis, using a computer, or attending meetings.
- Frequent use of standard office equipment, including computers, printers, phones, and presentation tools.
- May occasionally lift and carry materials or equipment weighing up to 25 pounds.
- Work schedule may include deadlines requiring occasional extended hours or flexible scheduling.