Service Analyst

Port Authority is seeking a **Service Analyst** to collect, enter, maintain, manage, analyze, interpret, and distribute data and information from a wide variety of internal and external sources for long range planning, transit service, and transit amenities. Recommend opportunities to improve system productivity and performance. Develop and present oral, written, and graphic presentations that convey complex data in an accessible and understandable manner. Develop new ways of reporting and sharing data that help encourage transparency and innovation in planning and collaboration with other divisions and agencies.

Essential Functions:
- Analyzes Port Authority's transit system to inform service decision-making, including origin-destination analysis, ridership patterns, transfer behavior, and projected ridership from expanding service.
- Maintains, analyzes, and integrates large data sets from various sources, including, but not limited to Automatic Passenger Counters, fare boxes, ticket vending machines, rider surveys, scheduled service, and field surveys. Maintains and regularly updates assets and data layers in the Authority's GIS program.
- Implements and maintains a data warehousing system to facilitate management and dissemination of various ridership, productivity, and other performance indicators on a monthly, quarterly, and annual basis
- Collaborates with various departments operating, finance and other areas of the organization to address a multitude of complex data and operational issues.

Job requirements include:
- BA/BS Degree in Business Administration, Information Systems, Public Administration or Policy, Planning, or directly related field from an accredited school and two (2) years of experience in data analysis or related field. Directly related experience may be substituted for the education on a year-for-year basis.
  > or
- Master's degree in Business Administration, Public Administration or Policy, Planning, Information Systems, or related field from an accredited school.
- A working knowledge of geographic information systems (GIS) to visualize, question, analyze, interpret, and understand data to reveal relationships, patterns, and trends.
- Basic ability to write simple SQL queries to analyze large datasets.
- Ability to work independently.
- Ability to work through complex problems.
- Demonstrated ability in the use of Windows and Microsoft Word and Excel.
- Professional and effective communication skills.
- Excellent interpersonal skills.
- Valid PA driver's license or ability to obtain one.

Preferred attributes:
- Knowledge of the Port Authority of Allegheny County's transit system.
- Knowledge of tools such as Tableau, Python, to manage and analyze large datasets.
- An understanding of SQL indexes or SQL optimization.

We offer a comprehensive compensation and benefits package. Interested candidates should forward a cover letter (*with salary requirements*) and resume to:

Missy Ramsey
Employment Department
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Pittsburgh, PA 15222-2527
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EOE