Queen's Doctoral Internship in University Administration (QDIUA)

Office/Department/Program: Smith School of Business Research Office

Job Title: Doctoral Intern – Business Data Analyst

Number of Positions: 1

Fellowship Mentor: Laurence Ashworth, Associate Dean /April Wallace, Associate Director

Brief Description of Your Unit/Organization:

Smith School of Business at Queen's University is renowned for its excellence, innovation and leadership in business education.

From establishing the first undergraduate business degree a century ago to creating ground-breaking programs and courses in emerging areas, including artificial intelligence, fintech, analytics, cultural diversity, team dynamics, social impact, and more, Smith is at the forefront of preparing you for the business marketplace. Smith offers a wide range of professional MBA programs and the PhD-MSc research-based graduate degree programs.

In addition to its rich tradition of academic and teaching excellence, Smith is known for delivering outstanding learning and development experiences. Collaborative learning, personal attention, individual and team coaching, opportunities for specialization, connection to a powerful global alumni network, corporate connections and partnerships, and a deep commitment to student success all characterize the Smith experience.

The Research Office at the Smith School of Business warmly invites a doctoral intern to our team! The successful incumbent will gain experience working in a professional business setting and a deeper understanding and appreciation of the administrative side of academic programming and growing needs for researchers at the university. Researchers often benefit from the Research Office's support in organizing and managing research data. This includes data storage, data security, and best practices for data management, ensuring data integrity and accessibility. The Business Data Analyst will be considered part of the team, attend regular meetings, and participate with relevant working groups, as needed. Through mentorship and coaching conversations, the intern will learn more about the vibrant research culture at Smith School of Business while developing related administrative and management skills relevant to working in the university setting.

Internship Responsibilities and Learning Outcomes

Role Summary

Collaborating under the expert guidance and mentorship of the Associate Dean/Associate Director, the Business Data Analyst will play a pivotal role in enhancing the Smith School of Business's data tracking and reporting systems. This dynamic position entails close collaboration with the Research Office, aiming to harness data for informed decision-making and strategic planning.

The incumbent in this role will be responsible for managing existing data resources while spearheading the process of aggregating data into innovative systems, all with the ultimate goal of establishing highly efficient reporting mechanisms. The Business Data Analyst will conduct an in-depth analysis of the current dataset, leveraging their expertise to craft comprehensive process maps. Through this analytical process, they will pinpoint potential areas for enhancing operational efficiency and will deliver recommendations to the Associate Dean of Research, thereby contributing to the shaping of future strategic plans.

Project deliverables will include:

- Learning the various technology systems at the Smith School of Business (e.g., Elements, Salesforce, Sedona).
- Compiling data from various sources into one central location.
- Creating data sources that can be uploaded into new systems.
- Identifying gaps in data collection.
- Identifying patterns, inefficiencies, inequities, and trends in the data set.
- Creating process maps to manage data collection processes.
- Defining new data collection and analysis process.
- Creating visuals to represent the data.
- Creating a final report with recommendations to the Assoicate Dean.

The successful incumbent will also observe special considerations related to EDII, data and research.

Key Responsibilities:

Project Management:

- Demonstrate proficient project management expertise by formulating clear project goals and deliverables.
- Develop and execute streamlined business processes to ensure project success.
- Assess resource requirements and provide informed recommendations on resource allocation.

Data Management:

- Assume responsibility for data administration, including the thorough analysis of pertinent data.
- Scrutinize and evaluate the accuracy and appropriateness of research-related data.
- Regularly verify, maintain, and update published data to ensure its relevance and reliability.

Reporting:

- Offer robust data and analytical support to senior leadership to aid in informed decision-making.
- Actively participate in the creation of comprehensive reports, briefing materials, issue notes, and correspondence.
- Collaborate on technical system-related proposals, contributing valuable insights and data-driven recommendations.

Make Recommendations:

- Deliver a comprehensive final report to the Research Office and senior leaders, encompassing an analysis of strengths, weaknesses, opportunities, and threats.

- Utilize data-driven insights to make informed recommendations for improved decision-making and strategic planning.

Intern Learning Outcomes:

During this internship, the intern will further develop the ability to:

- Coordinate a project through the design and execution of project and work plans.
- Think critically, and use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems.
- Build relationship management skills and the ability to communicate clearly with various departments at the Smith School of Business in a professional setting.
- Analyze systems and operations to determine best approach for future practices.
- Apply office-specific organizational and time-management strategies to managing competing priorities and deadlines.
- Design mechanisms to collect data and draw meaningful conclusions from the data.
- Design spreadsheets and reports to visually represent the data collected.
- Provide recommendations for the Research Office.
- Apply data analysis to a tangible complex to research.
- Use an EDII lens when making recommendations.
- Assess own work performance and skill development, as well as future career development goals.
- Work independently while ensuring collaboration in a team environment
- Design feedback mechanisms, assess feedback, and make decisions based on feedback gathered

Required Qualifications:

- Must be currently enrolled as a PhD Student at Queen's University.
- Demonstrate analytical, interpretive, research, and problem-solving skills. Ability to synthesize information from a wide variety of sources. Ability to conceptualize creative plans and workable solutions.
- Project coordination skills and experience coordinating small to medium-sized projects.
- Strong data management skills.
- Experience working on a team, using interpersonal skills to build positive and productive working relationships with others.
- Ability to be adaptable and flexible with the project needs.
- Time management and organizational skills are required to manage competing priorities and meet deadlines.
- Proficient with technology and software applications. Ability to learn new technology (e.g., Salesforce).
- Demonstrated commitment to principles of equity, diversity, accessibility, inclusion, Indigenization, and human rights for equity-deserving groups. Respect diversity and promote inclusion in the workplace.