**Job Title: Data Analyst / Developer**

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| **Role Purpose (position scope)** |
| The primary role of Data Analyst / Developer is to enable and support the organisation for delivery of accurate data and reporting, which feed into business intelligence in the enterprise and enable future data science. This will be achieved through a respected relationship with: business users and owners; vendors of software packages; and technical service providers. |

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| **Line Manager** | **Dotted Line** | **Direct Reports** | **Dotted Line** |
| Peter Martin |  |  |  |

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| **Key Responsibilities** |
| * Ensure that any work done reflects the company’s policy to put safety ahead of any action. * Uses a helpdesk system to process requests/incidents. Ensure that support tickets for BI/Reporting Issues are processed in timely manner. * Prepare data for use in Data Science and AI Tools. * Assist the BI Manager in the analysis of requested Data and BI work. * Work on API processes which get data from external systems. * Work with the Application Support Team to assist with any system upgrades and perform analysis to determine effects on the Reporting and BI estate. * Provide day-to-day support and oversight of the Reporting and BI estate. * Work with the BI Manager to determine priorities of the workstack. * Work with areas of the business to provide training in use of report, dashboards and BI Tools. * Ensure that the flow of data from applications to the data warehouse is monitored. * Be prepared to learn the latest data science / AI tech, with a view to becoming a subject matter expert within the company. * ‘On call’ out-of-hours support is a feature of this role for approximately 1 or 2 weeks a month. |

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| **Key Deliverables** |
| * Production and maintenance of reports and BI dashboards * Maintenance and development of APIs to get data for data warehouses * Monitoring and support of the reporting/BI platforms * Ensuring that support tickets are processed as quickly and efficiently as possible * Collaborating with members of IT organisation as required from time to time * Advancing data science / AI practices within the company * Working in a safe and secure manner, keeping the security of the business at the forefront of all actions |

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| **Core Skills** |
| Communication and Knowledge Sharing | * Be prepared to adopt a wide range of styles, tools and techniques to communicate information * Share information, good practice and expertise with others * Present sound and well-reasoned arguments to convince others * Listen actively and objectively without interrupting * Respond to and discuss issues without being defensive. |
| Core competencies | * Ability to work with and liaise with external software support companies * Ability to work and build relationships with internal departments within the organization, especially with IT * Exceptional customer service orientation * The ability to work and learn independently and manage their own projects. * Ability to communicate confidently with stakeholders at all levels both technical and non-technical with excellent written and spoken English. * Strong attention to detail. * Organised with an ability to cope with pressure at busy times and rapid changes in the priority of tasks * Excellent troubleshooting and analysis skills. |
| Qualifications and Experience | * Experience of Report Writing from a large information system, preferably with skills in SQL Reporting Services (SSRS) and Business Intelligence (BI). * Knowledge and advanced experience of relational databases and writing SQL queries, ideally in a SQL Server environment * Microsoft Windows and Windows Server * Knowledge of the following:   + SQL Server Management Studio (SSMS)   + SQL Server Analysis Services (SSAS)   + SQL Server Integration Services (SSIS)   + Advanced Excel   + Power BI   + Python * Experience of working with the following a bonus:   + SharePoint Online (and SharePoint Lists).   + Implementing AI automation   + Microsoft Power Automate   + Microsoft Azure * Service Delivery: Understanding of ITIL management principles * Use of Office 365 toolset |
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| **Key Measures** |
| * Service awareness, preferably IT Infrastructure Library (ITIL) certification * Excellent written and verbal skills |

Job Holder: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Signed: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Manager: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Signed: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_