**Job Title: Senior Data and Reporting Developer/Analyst**

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| **Role Purpose (position scope)** |
| The primary role of Data and Reporting Developer/Analyst is to enable and support the organisation for delivery of accurate data and reporting which feed into business intelligence in the enterprise. 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** |
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| **Key Responsibilities** |
| * Ensure that any work done reflects the company’s policy to put safety ahead of any action.
* Assist the BI Manager in the analysis of requested Data and BI work
* Deputise for the BI and Reporting Manager in their absence.
* Mentor and enhance the skills of team members
* Ensures that support tickets for BI/Reporting Issues are processed in timely manner
* Work on API processes which gets data from external systems
* Work with the Application Support Team to assist with any system upgrades and perform analysis to determine knock on effects to the Reporting and BI estate
* Provides 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 members across the whole IT department on department wide projects.
* Work with departments across the business to fulfil their reporting and BI requirements.
* Work with areas of the business to provide training in use of report, dashboards and BI Tools.
* Ensuring that the flow of data from applications to the data warehouse is monitored
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| **Key Deliverables** |
| * Production and maintenance of reports and BI dashboards
* Maintenance and development of APIs to get data for the Data Warehouse
* 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 may required from time to time.
* Working in 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 | * Get messages understood by adopting a wide range of styles, tools and techniques
* 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.
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| 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.
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| Qualifications and Experience | * Experience of people management (1 to 1’s, annual reviews) a bonus
* Experience of Report Writing from a large information system, with skills in SQL Reporting Services (SSRS) and PowerBI.
* Knowledge and advanced experience of relational databases and writing SQL queries, in a SQL Server environment
* Working knowledge of Microsoft Windows and Windows Server
* Mandatory Experience using the following:
	+ SQL Server Analysis Services (design and development)
	+ SQL Server Integration Services (design and development)
	+ Advanced Excel knowledge
	+ PowerBI
	+ Use of SQL Server Management Studio
	+ Use of Azure Data Factory
* Experience of working with the following a bonus:
	+ Sharepoint Online Sharepoint Lists a bonus.
	+ Implementing AI automation robots
	+ Microsoft Power Automate / Power Apps
	+ Microsoft Azure
	+ Python
* 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
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Job Holder: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Signed: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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

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