**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. |
| 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 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 |

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

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

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