

**Function:** Program Management

**Family:** Business Intelligence

**Job Title:** Senior Data Analyst 3

**Job Abbreviation:** [To be Completed by Compensation Team]

**Hierarchy Group:** Professional

**Hierarchy Level:** Professional 3

**FLSA Status:** [To be completed by Compensation Team]

**Summary:**

Responsible for working cross-functionally to collect data and develop models to determine trends utilizing a variety of data sources. Imports, cleans, transforms, or manipulates data with the purpose of understanding or making conclusions from the data for decision making purposes. Responsible for working with more senior business intelligence staff to define business intelligence requirements for individual subject areas. Works cross-functionally to collect data and assists with modeling actionable recommendations by helping to infer trends from a variety of data sources. Imports, cleans, transforms, or manipulates data with the purpose of understanding or making conclusions from the data for decision making purposes. Has in-depth experience, knowledge and skills in own discipline. Usually determines own work priorities. Acts as resource for colleagues with less experience. At times, this position may be required to interface with business owners and other functional areas for purposes of identifying/clarifying requirements and business objectives. The role requires an individual with experience to collaborate with both the analytic organization and its technology partners to define and publish complex data products.

**Core Responsibilities:**

Strives to achieve Company business objectives and data objectives in daily activity. Adheres to established company procedures and processes

Interface with business owners and other functional areas for purposes of identifying/clarifying requirements and business objectives.

- Collaborate with both the analytic organization and its technology partners to define and publish complex data products.
- Documents results of applied work processes and practical application of technical standards. Reports results to management
- Works under general supervision to transforming large, complex data into consumable business assets for self-service analytics and reporting. Performs basis research on root cause of technical problems.
- Develops competence in own area by performing routine work. Applies knowledge and skills to complete own work. Data Analysts wear multiple hats at times spanning data architecture and design, data warehousing, and data quality in a fast-moving analytic environment

- Acts as a liaison between business owners and technical associates to ensure the data collected and processed is both actionable and relevant to the end goals of customer focused information and analytics
- Collaborates with technology and platform management partners to optimize data sourcing and processing rules to ensure appropriate data quality for the prescribed usage
- Demonstrates working knowledge of process and procedures around systems; possess critical thinking skills; and has some ability to work independently to solve technical issues. Finds opportunities to share knowledge, lead a discussion or present on research or project test
- Displays enthusiasm, flexibility and adaptability; takes constructive feedback and implements it for self-improvement and growth. Time management skills. Demonstrates ownership and accountability. Develops competence in own area by performing routine work.
- Exposure to very large data sets, Experience transforming datasets – shaping them into forms consumable for self-service software. Experience designing, implementing and supporting Data Models, ETLs that provide structured and timely access to large, complex datasets
- Develops in knowledge and skills in own discipline transforming large, complex data into consumable business assets for self-service analytics and reporting. Provides training to junior team members, reaches out to other areas and collaborates with the other departments
- Acts as a liaison between business owners and technical associates to ensure the data collected and processed is both actionable and relevant to the end goals of customer focused information and analytics
- Collaborates with technology and platform management partners to optimize data sourcing and processing rules to ensure appropriate data quality for the prescribed usage. Builds and effectively leverages existing network; sustain relationships and demonstrate ability to build new relationships
- Has a strong understanding of overall business needs and business areas, understanding applications while learning supplemental processes. Creates technical documentation (internal). Possesses strong analysis, design and implementation skills.
- Collaborate with both the analytic organization and its technology partners to define and publish complex data products.
- Provides training to and act as technical resource for to junior team members.
- Uses advanced trouble-shooting skills, entry-level design and development and cross systems technical knowledge. Acts as a subject matter expert in one or more technical data subject areas such as sales, call center, network operation, and financial data;. demonstrates knowledge of technologies beyond core focus of initial study
- Works independently most of the time with little or no supervision; receives general direction; independently determines and develops approaches to solutions. Work is reviewed periodically during assignments and at major milestones for policy compliance and alignment with project requirements
- Serves as a team leader within a work group or on cross-functional teams; accepts team lead stretch assignments. , acts as a resource for colleagues with less experience. Presents results, recommendations, and business insights to broader senior leadership team.
- Produces a variety of reports, graphs, summaries and presentations that convey analytic results and align with business needs Understands other business units and how they affect one another

- Has ability to motivate, coach and influence team members to ensure effective product delivery. Works independently to accomplish team goals. Performs as a technical resource for other team members. Performs basic research on root cause of data anomalies that are uncovered through normal course of analysis.
- Write complex SQL to query large data platforms such as Teradata, SQL server, Oracle and Hadoop to obtain data necessary for analysis. Combine data as needed from disparate data sources to complete analysis.
- Participates in defining business intelligence requirements for projects and data requests.
- Participates in multiple enterprise wide projects by providing data analysis to project leaders.
- Follows best practices and established policies in business intelligence data analysis, maintenance , and data quality.
- Creates technical documentation (internal).
- Possesses strong ability to influence others

**Education Level:** Bachelor's Degree required. Master's degree a plus

**Field of Study:** Business, Business Intelligence, Information Systems, or related field

**Certifications:** -

**Years of Experience:** Generally requires 5-8 years related experience.

**Skills:**

- Master's degree a plus
- Experience with SQL programming
- Knowledge of reporting tools like OBIEE, SQL Reporting Services, Business Objects, Cognos, etc. Proficient in Microsoft Excel (Pivot tables, advanced functions)
- Be a self-starter, is eager to learn and expand their competencies, and feels comfortable sharing knowledge across the entire team
- Knowledge of Amdocs and/or CSG billing systems is strongly preferred. Field reporting experience a plus
- Ability to analyze complex data, business processes, and information flow needs. Must have excellent communication skills with the ability to drive data quality concepts and solutions.
- Functional Competencies: Relational database development (Oracle, Teradata). OLAP technologies (Essbase). Large data platforms and data sets (Hadoop, Hive). ETL tools and platforms (ODI, Informatica). Data Virtualization tools (Composite). Programming language such as Java, C++ etc
- Interpersonal Competencies: Strong troubleshooting and problem solving skills. Team player with a "can-do" attitude. Personal initiative to find opportunities and drive results working independently
- Demonstrated ability to pick up key concepts and apply them to work. Demonstrated ability to analyze, troubleshoot, problem solve and provide input on decision making.
- Task oriented, proactive in identifying and adapting to change while maintaining performance. Produces creative ideas for problem solving, product design and process improvement
- Ability to listens to and understands customer requests and provides the most effective resolution, including escalation if necessary

- Experience working within an enterprise data warehouse environment platforms (Teradata, Netezza, Oracle, etc). Familiar with core standards and off-the-shelf software applications. Knowledge of at least one programming skill/language and or ability to learn technology quickly
- Solid time management skills and deliverables with high-quality work production that meets deadlines. Demonstrate understanding of project management processes from start to finish and be able to communicate effectively for the success of the team
- Knowledge of distributed computing platforms, such as Hadoop, and associated technologies such as MapReduce, Spark, and Hive

**Compliance:** BlueWhale is an EEO/AA/Drug Free Workplace.

**Disclaimer:** The above information has been designed to indicate the general nature and level of work performed by employees in this role. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualifications.