

Function: Program Management

Family: Business Intelligence

Job Title: Data Analyst 2II

Job Abbreviation: [To be Completed by Compensation Team]

Hierarchy Group: Professional

Hierarchy Level: Professional 2

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. Responsible for working 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. Works with moderate guidance in own area of knowledge.

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.

Core Responsibilities:

- Determine relevancy of data and identify alternative data sources as needed to ensure analytics requested by business owners and technical associates can be completed.
- Analyzes large, complex data to determine actionable business insights using self-service analytics and reporting tools.
- 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. Strives to achieve Company business objectives and data objectives in daily activity. Adheres to established company procedures and processes
- Documents results of applied work processes and practical application of technical standards. Reports results to management
- Develops competence in own area by performing routine work. Applies knowledge and skills to complete own work
- 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
- 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.
- 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
- Works with limited supervision; normally receiving general instructions on routine work, detailed instructions on new projects and assignments. Works with moderate guidance in own area of knowledge. Serves as a team member for projects/programs within a defined area of responsibility and/or on cross-functional team
- Plans and executes Participates in multiple enterprise wide projects by providing data analysis involving all aspects of business intelligence solutions and data, including business intelligence analysis and data exploitation. To project leaders.
- Takes business intelligence to the next level to support business decisions and Follows develops and recommends best practices and established policies improvements in business intelligence data analysis implementation, maintenance, and data quality.
- Produces a variety of reports, graphs, summaries and presentations that convey analytic results and align with business needs.
- Contributes to a variety of projects related to development, testing and implementation of new and modified business intelligence systems in an efficient and cost-effective manner

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 2-5 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
- Task oriented, proactive in identifying and adapting to change while maintaining performance
- Ability to listens to and understands customer requests and provides the most effective resolution, including escalation if necessary

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.