

**Function:** Program Management

**Family:** Business Intelligence TBD

**Job Title:** Business Analyst II Analyst 2, TBD (Business)

**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 recommending solutions that enable the company to maximize value through the use of analytical methods. Utilizes the structure, policies, and operations of the organization to determine and implement operational improvements. Define strategy, data manipulation, execution of analyses, and presentation of actionable recommendations. Serves as the liaison among stakeholders to understand the structure, policies, and operations of the organization, and to recommend solutions that enable Comcast to maximize value. Work across all levels of the organization covering areas such as Finance, Sales, Marketing, Field operations, Care, and Customer valuation. Responsible for defining strategy, data manipulation, execution of analyses, and presentation of actionable recommendations. Works under limited supervision and may require training and detailed instructions for assigned tasks.

Responsible for Importing, cleaning, transforming, or manipulating data with the purpose of informing business decisions, in alignment with company. Subject areas cover a wide range of our business including finance, sales, marketing, field operations, care, and customer valuation. Candidates for this role would work cross-functionally to identify opportunities, brainstorm approaches and analytical frameworks, develop roadmaps, acquire data, and execute analyses, and present actionable recommendations by helping to infer trends from a variety of data sources. Responsible for assisting senior department leaders with projects involving a mix of internal and external parties by handling task coordination, prioritization, status and issue monitoring, communication (PowerPoint, Word, verbal), as well as meeting coordination.

**Core Responsibilities:**

- Develop and review communication materials for the department, translating and summarizing technical information for business audiences and developing key messaging utilizing presentation tools including, but not limited to Microsoft Power Point, Excel, Word, and Tableau to
- Author white papers, develop simple data visualization designs, and create presentations for diverse audiences.
- Handles task coordination, prioritization, status, and issue monitoring, communication and meeting coordination for both internal and external clients.

- Participates on team projects by documenting requirements and coordinating delivery of work products to internal and external clients.
- Contributes, creates, and delivers communication to diverse audiences including management, business partners, vendors, technical staff
- Coordinate with senior staff to manage data intake requests and prioritize and assign these requests to appropriate parties within the department.
- Execute extraction of data and conduct basic analysis, such as CLV, NPV, LTV, or DCF; of the data from various databases to inform business decisions.
- Design and develop business reporting of data to drive actionable insights that can be included in technical presentations.
- Participates in the data intake, extraction, and ingestion processes to align priorities and define clear requirements based on business values.
- Continuously improve metrics collection practices and processes
- Identify and analyze trends in a variety of data sources to develop improvements for processes, forecasting, and planning.
- Identify and analyze trends in a variety of data sources for improvement of processes, forecasting and planning.
- Works collaboratively with business segments, corporate functions and technology groups across the organization to understand, develop, prioritize, and deliver EBI .Supports the department through the development, testing, and implementation of new data analytic methods or databases.
- Supports the department through the development, testing, and implementation of new business intelligence initiatives.
- Regular, consistent, and punctual attendance. Must be able to work nights and weekends, variable schedule(s) and overtime as necessary.
- Develop and review communication materials for the department, translating and summarizing technical information for business audiences and developing key messaging utilizing Microsoft Power Point, white papers, data visualization designs, and other tools as needed.
- Assist with projects involving a mix of internal and external clients by handling task coordination, prioritization, status and issue monitoring, communication (PowerPoint, Excel, Word, verbal), as well as meeting coordination.
- Participates on team projects by documenting requirements and coordinating multiple parties (internal and external) to deliver a work product
- Works collaboratively with business segments, corporate functions and technology groups across the organization to understand, develop, prioritize, and deliver EBI initiatives
- Leads the development and review of communication materials for the department, translating and summarizing technical information for business audiences and developing key messaging in such forms as PowerPoint decks, white papers, data visualization designs, and other tools as needed.
- Supports the department through the development, testing, and implementation of new business intelligence initiatives.
- Provides support to the implementation of analytic work products
- Execute the intake process to ensure priorities are aligned, requirements clear, and business value defined

- Demonstrates expertise in current business intelligence tools and techniques
- Ensure high quality standards are maintained
- Continuously improve metrics collection practices and processes
- Identify and analyze trends in metrics for improvement of processes, forecasting and planning.
- Solid understanding of database environments and development techniques
- Works collaboratively with business segments, corporate functions and technology groups across the organization to understand, develop, prioritize, and deliver EBI initiatives
- Supports the department through the development, testing, and implementation of new business intelligence initiatives.

**Education Level:** BA/BS degree in data-driven disciplines such as marketing, economics, statistics, or finance. MBA preferred. Bachelor's Degree

**Field of Study:** Marketing, Economics, Statistics, Psychology, Engineering, or Finance.

**Certifications:** -

**Years of Experience:** Generally requires 2-4 5 years related experience.

**Skills:**

- Exceptional attention to detail and ability to progress multiple projects in parallel and across functions and geographies
- Ability to work through ambiguous situations to drive work product delivery
- Strong problem solving and critical thinking skills
- Effective communication skills at multiple levels of the organization, including management and cross-functional groups
- Team player with a "can-do" attitude
- Ability to grasp complex analytic principles and techniques
- Personal initiative to find opportunities and drive results working independently
- Possesses a balance of general business knowledge, ability to work with multi-million record relational databases, analytical acumen, and presentation skills.
- Excellent communication skills (written and oral) including ability to translate between business and technical domains.
- Excellent presentation skills: ability to distill and present actionable information from complex research
- Expert skill in MS Word, PowerPoint, and Excel
- Experience leading executing work streams or projects with minimal supervision or oversight from superiors
- Experience with business intelligence tools such as Tableau and project management tools such as Microsoft Project

**Compliance:** Comcast 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.