Function: Program Management

Family: Business Intelligence

Job Title: Data Analyst I

Job Abbreviation: [To be Completed by Compensation Team]

Hierarchy Group: Professional

Hierarchy Level: Professional 1

FLSA Status: [To be completed by Compensation Team]

<u>Summary</u>:

Responsible for working cross-functionally to collect data and assist with developing and assists with modeling actionable recommendations by helping to infer determine trends from utilizing a variety of data sources. Imports, cleans, transforms, or manipulates data with the purpose of understanding or and making conclusions from the data for decision making purposes. Works under general supervision and may require training and detailed instructions for assigned tasks. 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.

<u>Core Responsibilities</u>:

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

- Acts as a liaison between business owners and technical associates to ensure the data collected and processed is both actionable usable and relevant to the end goals of customer focused information and analytics. Determine relevancy of data and identify alternative data sources as needed to ensure analytics requested by business owners and technical associates can be completed.
- Documents results of applied work processes and practical application of technical standards. Reports results to management.
- Works under general supervision to Transform Analyze sings large, complex data to determine into consumable business assets actionable business insights using for self-service analytics and reporting tools.
- Performs basic ress research on root cause of technical data anomalies that are uncovered through normal course of analysis problems.
- Query large data platforms such as Teradata, SQL server, and Oracle to obtain data necessary for analysis.
- Develops competence in own area by performing routine work. Applies knowledge and skills to complete own work
- 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 Participates in defining business intelligence requirements for individual subject areas projects and data requests.
- Works cross-functionally to collect data and assists with modeling actionable recommendations by helping to infer trends from a variety of data sources Adheres to established company procedures and processes.
- Imports, cleans, transforms, or manipulates data with the purpose of understanding or making conclusions from the data for decision making purposes

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 0-2 year's 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
- 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.
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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.