Role: Tableau Reports Developer II

Responsibilities

Design, develop, and implement reporting solutions in Tableau while maintaining expected productivity and quality expectations.

Designs, develops, and maintains various user-friendly dashboards in Tableau server using various reproducible data sources, stored procedures, view, calculations, and parameters.

Translates and refines customer reporting requests into actionable objectives, including identifying criteria, fields, grouping, summary options, time frames and other components required to build a successful report.

Performs analysis of data sources to ensure data integrity, completeness, timeliness and accuracy. Makes recommendations to improve efficiency of current processes.

Identifies and evaluates recurring database issues and researches trends.

Develops and maintains report schedules.

Responsible for timely delivery of report deliverables to customers.

Maintains assigned report requests, determines resource needs for requests and works with Management to prioritize.

Maintains working knowledge of reporting tools and follows best practices.

Maintains working knowledge in areas of assigned responsibility, including but not limited to operational processes, data structure and content of proprietary systems.

Serves as an operational reporting expert for the team and the organization, which may include: developing report requests and interpreting data.

Provides routine reporting to Manager with progress updates, barriers, and issues needing escalation.

Provides feedback to functional areas on training and education that may be needed for end users for items being submitted for research that are a result of user unfamiliarity or training gaps.

Adheres to department protocol for timely and accurate completion of assignments.

Proof-reads all documents and maintains accuracy of information and preparing work instructions and policy documents for department use.

Responds to calls, correspondence, and email within department expectations.

Supports updates to Tableau licensure and adherence to license requirements.

Maintains detailed documentation, including tracking customer conversations, decisions made, reports delivered and one’s progress through multiple simultaneous projects.

Administers user, user groups, and scheduled instances for reports in Tableau.

Maintains confidentiality of all member and/or provider, proprietary and sensitive business information at all times.

Performs other duties and responsibilities as assigned

Qualifications

Bachelor’s degree in computer science, information systems, or data analytics-related education preferred or equivalent experience. If equivalent experience, high school diploma required.

Minimum of 3 years Tableau experience with proficiency in design and development of Executive and Operational Dashboards as well as ad-hoc analysis.

Advanced SQL writing skills with a strong understanding of relational data models.

Minimum of 1 year of progressive experience with relational databases performing database management.

Highly proficient in all Microsoft Office applications.

Experience in a managed health care setting preferred.

Good interpersonal and communication skills to explain solutions clearly to both technical and non-technical audiences.

Has practical understanding of basic data sciences, including understanding how data flows from source to destination systems (ETL), how relational databases can be joined and queried, how data can be formatted for presentation, and the ability to learn and apply topics such as reading ERD’s and data catalogues, efficient query building including the use of indexed fields, reverse engineering existing reports and queries.

Experience gathering and refining requirements, interviewing business users to understand and document data requirements.

Proven ability and eagerness to learn new technologies, software packages, data models and business specific topics

Critical thinking skills with the ability to solve complex challenges in a fast paced work environment.

Strong attention to detail, documenting business and technical requirements based on user interviews.