**Full job description**

**End User Services Data Analytics Engineer**

Johnson & Johnson - The EMEA End User Services (EUS) team is looking for an Engineer in Data Analytics who will be accountable for data warehousing and insights of key End User Services metrics with a focus on End User Experience, and who will drive proactive PC support improvements through Nexthink.

The selected individual will ultimately be responsible for identifying, cleaning & visualizing end user experience data for analytics and service improvement of critical EUS services.

**Key Responsibilities:**

* Engage and build a long-term relationship with Service Owners to define End User Experience metrics & provide clean, transformed data ready for analysis.
* Defining data warehousing requirements with the Data Engineering team to ingest cleaned data, including documenting and data validation.
* Building critical dashboards for adoption, operations, forecasting & end user experience for use by EUS teams to monitor and improve their services.
* Training EUS teams on best practice for data visualization tools for self-service reporting and analytics.
* Provide deep insights through best practice data analytics techniques to support activities such as intelligent automation and service improvement
* Work with global teams to identify opportunities and drive PC pro-active initiatives through Nexthink

**Qualifications**

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**Education:**

* Bachelor in Computer Science or equivalent

**Experience and Skills:**

**Required:**

* English language at a business level
* Working within a team
* Strong SQL skills and experience in programming languages such as R and Python.
* Experience in a data analyst role (+3 years)
* BI hands-on experience with tools like Tableau or Power BI and data visualisation

**Preferred:**

* Experience in End User Services
* Experience in or knowledge of Nexthink
* Experience in industry data science (e.g., AI, machine learning, predictive maintenance) preferred
* Passion for service and active listener. Detailed, positive attitude with a desire to help our business partners to reach their goals
* Data driven mindset; using data to tell the story
* Analytical and creative problem-solving skills; using data to define the issue, solution, and business value.