

For this role, we're looking for a data analyst who will assist our Viewer Experience team. The Viewer Experience team's mission is to help connect Twitch viewers with compelling content from our streamers. Your role on the team is to level up the Viewer Experience stakeholders and guide them towards better decision making from the available data. In a typical week or month, you will be responsible for data instrumentation, dashboard/report building, metrics reviews, and ad hoc analysis.

Responsibilities

- Evangelize data knowledge and insights: manage communications with your stakeholders and other teams, collaborate with both technical and non-technical colleagues to complete data projects and ensure all parties can use the insights to further improve
- Maintain a customer-centric focus: strive to be a domain and product expert through data, develop trust amongst your peers and stakeholders, and ensure that your team has access to data to make decisions
- Prioritize and execute in the face of ambiguity: work with stakeholders and mentors to distill the problem, adapt your tools to answer complicated questions, and identify the trade-offs between speed and quality of different approaches
- Create analytical frameworks to measure team success: partner with cross-functional teams to define success metrics, create approaches to track the data and troubleshoot errors, quantify and evaluate the data, then develop a common language for all colleagues to understand these KPIs
- Operationalize data processes: provide the team with ad-hoc analysis, automated dashboards, and self-service reporting tools so that everyone gets a good sense of the state of the business

Basic Qualifications

- SQL Proficiency: you should be able to write queries to answer most business questions
- Data Fluency: you can use data to help someone understand their business performance
- Analytical Toolkit : you can use different methods to analyze results, including time series analysis, experimental design, and data visualization
- 1+ years of industry experience in a data role of a relevant field

Preferred Qualifications

- Technical background and programming experience especially R or Python
- Statistics knowledge and hypothesis testing experience
- Experience developing dashboards using d3.js or Tableau
- Passion about online communities, games, and Twitch