



Job description

Business Intelligence Analyst

3rd January 2019

Company context

INTO's mission:

Through innovative partnerships with leading universities we expand opportunities for higher education, ensuring success and transforming the lives of our students and staff.

Across the world, there is increasing demand for top quality higher education, with more and more students demanding access to provision beyond their home country. INTO partners with universities in three continents to address this global demand and help transform their international capacity and performance. Since 2006, we have successfully launched 21 partnerships with 19 universities in Europe, North America and Asia. We have enrolled over 50,000 students from 166 countries and now have about 1600 employees, based round the world.

Our website <http://www.intoglobal.com/> has details of how we are organised and our outstanding achievements so far.

Role context

INTO's MIS Team is dedicated to the development and maintenance of market-leading reports and analytics for a range of internal customers, incorporating business performance, financial analytics and operational data support, as well as managing integrations between our internal data systems and equivalent systems with our partner institutions and education centres. We use the Microsoft SQL Stack, Power BI and related technologies to keep our colleagues informed of business operations across the globe, and we help INTO and its partners to provide world leading education and support.

Reporting line

The role reports to the Enterprise Information Manager.

Job purpose

The post is a technical role in the MIS Team that will focus on supporting users of our global MIS technology and enhancing our reporting functions. The role's primary focus will be on development and support of our front-end BI tools, designing useful reports consistent with business specification and our OneSight branding, with a secondary focus on assessing the quality and validity of those outputs and ensuring that all documentation is concise and correct for internal and external users.

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Key accountabilities and duties

- Supporting the MIS team with maintenance of Power BI, Report Manager, SQL Server and related reporting systems, helping to ensure a useful and reliable reporting function for the business
- Designing and developing Power BI reports based on specification from the business
- Working with the MIS team to maintain and enhance performance of internal data models using DAX and/or MDX scripting
- Developing and maintaining clear and concise documentation for both internal customers (covering BAU processes and systems) and external customers (covering usage of reports and metrics)
- Working with developers and analysts to complete QA of data between reporting systems, and of reports both in development and production, and to identify and resolve discrepancies and issues
- Validating that user expectations are achieved during the testing process, reviewing user requirements

The job title does not define or limit your duties and you may be required to carry out other work within your abilities from time to time at our request. We reserve the right to introduce changes in line with technological developments which may impact upon your job duties or methods of working.

Location

The post is based in Brighton. Travel within the UK and abroad may be necessary and flexibility is required to meet the demands of the post, including occasional weekend working. The post holder may be reasonably required to work from any INTO or partner location at any time.

Safeguarding

As part of our safeguarding procedures, applicants are asked to note that:

- references will be followed up;
- all gaps in CVs must be explained satisfactorily;
- proof of identity and (where applicable) qualifications will be required;
- reference requests will ask specifically whether there is any reason that they should not be engaged in situations where they have responsibility for, or substantial access to, persons under 18;
- appropriate suitability checks will be required prior to confirmation of appointment.

This role may meet the requirements in respect of exempted questions under the Rehabilitation of Offenders Act 1974. If so, all applicants who are offered employment will be subject to a Disclosure and Barring Service check before the appointment is confirmed. This will include details of cautions, reprimands or final warnings as well as convictions.

Please see the next page for person specification...

Person Specification

	Essential	Desirable
Legal Status	<ul style="list-style-type: none"> • Appropriate DBS check will be required prior to confirmation of appointment. • Eligibility to work in and travel freely to and from UK 	
Knowledge / Skills	<ul style="list-style-type: none"> • Strong written and spoken communication skills, with the ability to work effectively with developers and end-users and to produce concise and comprehensible documentation. • Minimum of 2 years' experience using any or all products in the Microsoft SQL Server BI Stack (SSMS, SSAS, SSIS, SSRS). • Experience of delivering IT support in a customer-facing role. • Ability to work alone with minimal supervision. • Good attention to detail. • Demonstrates commitment to ethical professional practice. • Committed and responsible for promoting and safeguarding the welfare of young adults. 	<ul style="list-style-type: none"> • Experience using Microsoft Power BI or equivalent technologies. • Domain experience in Higher Education or equivalent and/or international recruitment. • Experience using Salesforce or equivalent CRM technologies. • Experience using Visual Studio Team Services. • Experience in one or more projects adopting an Agile methodology. • Experience with MDX in Analysis Services. • Experience with DAX in Power BI Modelling,