

JOB DESCRIPTION

Post Title:	Business Intelligence Developer	Grade:	2
Department:	Digital Services	Location:	Sumner House, Leyland
Responsible to:	Business Intelligence Manager		

Job Summary

The Business Intelligence Developer role is to strategically design and implement data warehouses, data marts, and data stores, while ensuring high levels of data availability. This individual is also responsible for defining data standards and models for warehouse architectures. The Business Intelligence Developer will evaluate and select all infrastructure components such as software, hardware, database management systems, and networking capabilities. In addition to this the Business Intelligence Developer role is to assist in the strategic design and implementation of BI software and systems, including integration with databases and data warehouses. This includes selecting, blueprinting, gathering requirements, designing, and rolling out BI solutions to end users. They are also responsible for ensuring high levels of BI availability through support functions and in-depth testing.

Duties and Responsibilities

1. Takes responsibility for the delivery of information services to clients across the business and for ensuring that a high level of customer satisfaction is continually maintained including developing and implementing new strategies for improving service delivery in line with the ITIL service management framework.
2. Provides a first and second line support service
3. Work with end users to identify, create, and deliver reports according to requirements.
4. Create models for new data warehouse development and/or changes to existing data stores.
5. Design and manage data warehouse improvement and growth projects.
6. Identify inefficiencies and gaps in current data warehouses and leverage solutions.
7. Identify data discrepancies and data quality issues, and work to ensure data consistency and integrity.
8. Diagnose and resolve data warehouse access and performance issues.
9. Install and configure relevant components to ensure data warehouse access.
10. Execute data warehouse configuration and performance tuning.
11. Monitor system details within the data warehouse, including stored procedures and execution time, and implement efficiency improvements.
12. Work with the Analyst team to deliver analytical reporting tools that will assist business decision making.

13. Ensure reports and dashboards are designed to a high standard using latest data visualization methodologies and can be used in a self-service environment.
14. Develop, implement, and maintain change control and testing processes for modifications to data systems.
15. Deal with service logs generated by the Service Desk including troubleshooting, dealing with requests/problems or assigning to a colleague in I.T as appropriate.

Corporate Responsibilities

1. Work in line with the Group's core values
2. Participate in the Group's Personal Review and Development Plan (PRDP) process.
3. Comply with the Groups Equal Opportunities, Customer Care and Health and Safety policies.
4. Undertake any training considered relevant to the performance of the duties of this post in furtherance of the Group's objectives.
5. Adopt a corporate, co-coordinated and co-operative approach to working.
6. Any other duties to reflect the changing workloads and priorities of the Department and the Group.

Additional Job Information

Overtime Payments

The delivery of IT systems and services to Progress Housing Group is a continuous undertaking. As such the IT Department must ensure continuity of IT services and the delivery of service enhancement with the minimum of disruption. It is expected that the post holder will be involved in paid overtime to ensure that the highest possible service is provided to Progress Housing Group, its customers and partners.

8am to 6pm Cover

The post holder will be flexible in their approach to work and hours. The post holder will be part of a department rota which supports the service delivery of the IT Helpdesk during working hours (8am to 6pm). It is expected that the post holder will provide cover for the IT Helpdesk as part of this rota.

On call (Out of Hours)

The post holder will be flexible in their approach to work and hours. The post holder will be part of a department rota which provides out of hour's emergency support of the Group's core IT systems and services. It is expected that the post holder will provide out of hours emergency support as part of this rota.

Purchasing

It is expected that the post holder supports and executes the IT Department's on-going requirement to raise purchase orders with approved suppliers and contractors in line with Progress Housing Group's financial and governance procedures.

Licensing, Software and Hardware Management

With regards to software, hardware and licensing procurement, record maintenance and asset disposal the post holder will actively monitor and manage their management area. The post holder will ensure that all IT Department policies and procedures are observed.

Problem Solving/Decision Making

This role involves varying degrees of problem solving and decision making. Although mainly technical, the diverse range of issues will mean that decisions will need to be made within scope of the role or in conjunction with a line manager or business manager.

Name	
Signature:	Date:

PROGRESS HOUSING GROUP

PERSON SPECIFICATION

Post Title: Business Intelligence Developer	Grade: 2
--	-----------------

Responsible to: Business Intelligence Manager	Location: Sumner House, Leyland
--	--

CRITERIA	ESSENTIAL / DESIRABLE	METHOD OF ASSESSMENT
PC LITERACY 1. Advanced Microsoft Suite (including Word, Excel, Access, PowerPoint and Project) or similar 2. Email and internet communications	 E E	 Application Form/ Interview
QUALIFICATIONS 1. Degree or relevant professional qualification or knowledge, experience and ability at an equivalent level 2. ITIL V3 foundation or equivalent 3. Prince2 Practitioner in project and/or programme management. 4. Full, current driving license	 E D D E	 Application Form/ Interview
WORKING CONDITIONS/RELATIONSHIPS 1. Senior Management and Executive members of the Group. 2. Managers and Staff within all Group companies. 3. Sitting for extended periods of time. 4. Dexterity of hands and fingers to operate a computer keyboard, mouse and to handle other computer components. 5. External Suppliers and Support staff.	 E E E E E	 Application Form/ Interview

SKILLS/KNOWLEDGE/EXPERIENCE		
1. Strong understanding of relational database structures, theories, principles, and practices.	E	
2. Significant, demonstrable experience of working on the design, development, administration and maintenance of BI reports and interactive dashboards to support efficient analysis and reporting in a Microsoft environment.	E	
3. Experience in visualizing and presenting data in an appealing and understandable way for the end user with strong interpersonal and communication skills to ascertain report requirements and translate them in valuable user-friendly reports	E	
4. 3+ years' experience SQL Server Integration Services (SSIS) and SQL Server Reporting Services (SSRS).	E	
5. Experience writing T-SQL codes and stored procedures.	E	
6. 3+ years' experience designing database schemas in SQL Server.	E	
7. 3+ years' experience producing data marts and data warehouses.	E	
8. Ability to effectively prioritize and execute tasks in a high-pressure environment.	E	Application Form/ Interview
9. Experience working in a team-oriented, collaborative environment.	E	
10. Strong understanding of the organisation's goals and objectives.	E	
11. Exceptional analytical, conceptual, and problem-solving abilities.	E	
12. Strong written and oral communication skills.	E	
13. Strong presentation and interpersonal skills.	E	
14. Comprehensive experience of working to deadlines and prioritising workloads.	E	

15. Excellent communication skills including clear written and spoken English.	E	
16. Highly self-motivated and directed.	E	
17. Ability to present ideas and resolutions in business-friendly and user-friendly language.	E	
18. Keen Attention to detail.	E	Application Form/ Interview
19. Experience working in a team-oriented, collaborative environment.	E	
20. Excellent customer service orientation and knowledge of applicable best practices, policies, and procedures.	E	