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# Example of Leader, Analytics Job Description

Our company is looking to fill the role of leader, analytics. If you are looking for an exciting place to work, please take a look at the list of qualifications below.

## Responsibilities for leader, analytics

* Interpret large amounts of raw data into coherent information and respond decisively to current and forecast trends in technology, consumer behaviour, sales trends and market conditions
* Align closely with Services Operational Excellence function within COE the territory leadership to develop the 3-5 year strategic roadmap of enabling technologies for our service teams
* Lead the implementation of service technology deployments to automate technician or “back office” work, while improving our service quality and returning productivity to the business
* Identify, evaluate and prioritize new and emerging technology that drives process efficiency and an improved customer experience across the SBU
* Partner with enterprise IT resources to ensure projects are delivered on time, within cost and meet agreed upon objectives
* Create or enhance existing Services KPI's
* Prioritize continued enhancements of our existing technology platforms (Siebel, Oracle, uDispatch, RightNow, BI, etc)
* Benchmark Sourcing Analytics capabilities of Energy Connections with “Best in Class” organizations to constantly keep Energy Connections in a leading position
* Lead the development of new use cases and analytics in conjunction with Energy Connections strategic sourcing teams and IT
* Lead sourcing analytics processes for maintaining and improving data integrity

## Qualifications for leader, analytics

* Ownership and accountability for all aspects of automation and analytics
* Is the interface from the reporting team back into the business
* Drive project initiatives that involve the reporting tower
* Work with management to make recommendations to meet business needs and see them through to execution
* Drive needed changes in Service Now for the Service Management Operations group
* Interface with the Service Now team to understand how their work will impact SM Ops