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# Example of Metrics & Reporting Analyst Job Description

Our company is growing rapidly and is searching for experienced candidates for the position of metrics & reporting analyst. If you are looking for an exciting place to work, please take a look at the list of qualifications below.

## Responsibilities for metrics & reporting analyst

* Define and operationalize new metrics & reporting products
* Supports the development and organization of technical operations workforce management through operational reports and resource metrics
* Proactively identifies short term and long term forecasting opportunities to improve operational efficiencies within the workforce management team and technical operations organization
* Enhance and maintain leadership and team dashboards on a weekly basis using Tableau
* Serve as a Threat and Vulnerability Management data resource for the TVM Program Manager, ASM Leadership, and TVM Remediation Team
* Gather requirements from ASM, IRM and ET customers for the purpose of custom report generation
* Track requirements and production status in a formal work log
* Write and maintain queries and scripts for various databases including SQL & Oracle
* Analyze data as directed and provide actionable, measurable metrics for existing and net new services
* Conduct quality assurance (QA) on the data used in the dashboard to verify the integrity of the metrics

## Qualifications for metrics & reporting analyst

* 3+ years of experience in Tableau server administration, including server configuration (proxy, failover, ), tuning and optimization
* Assist in designing templates/dashboards and automation of reporting requirement
* One (1) year of experience developing and monitoring call center metrics
* Bachelor's degree in Business, MIS, CIS, Data Analytics, or Computer Science or equivalent practical experience
* Working knowledge of Information Security principles is beneficial
* Degree in Computer Science or other technical related field