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

- 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