



Example of Metrics & Reporting Analyst Job Description

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Our company is growing rapidly and is looking for a metrics & reporting analyst. Thank you in advance for taking a look at the list of responsibilities and qualifications. We look forward to reviewing your resume.

Responsibilities for metrics & reporting analyst

- This position is responsible for analyzing, developing, and implementing baseline metrics and processes to measure, track and report on various subject areas related to IT Governance, Product Management, and the underlying system development efforts
- Define and promote accurate and consistent categorization and classification of IT Demand Request change requests through recommendations for changes and enhancements to governance and change request (CR) databases
- Work with Planview support staff to promote accurate, consistent and clean capture of time reporting data in Planview by all stakeholders involved in the systems development life cycle (SDLC)
- Support Portfolio Managers and BRMs in developing and analyzing data for use in developing risk assessments and business value in support of CR prioritization efforts
- Recommend and/or develop and implement tools for tracking inquiries/actions and deliver information to management on initiatives (with emphasis on process effectiveness, utilization, quality and responsiveness)
- Oversee problem structuring, hypotheses development, and data collection
- Provide superior analyses and interpretation/evaluation of strategies which includes presentation preparation for leadership review
- Propose and implement innovative analytics for both trending metrics and predictive analysis that are operationally relevant

- Act as owner of public display of metrics/Key Performance Indicators (KPIs) and data management

Qualifications for metrics & reporting analyst

- Proficient with other Microsoft Office tools (e.g., PowerPoint, Word)
- Desirable Knowledge of Data Base program (Oracle, SQL, Power BI)
- Must have experience with SAP Business Objects (Web Intelligence, Dashboards, Lumira, Analysis,), Microsoft Power BI, SAS and/or other similar analytics tools
- Must show knowledge and proficiency in the use of the billing system, quota, Arris, routing tools, instant messaging, and appropriate Microsoft Office Suite applications, all approved workforce management tools and applications to effectively plan staffing and work schedules across assigned market areas to support the needs of the business
- Ability to support the department 24/7/365
- Previous experience working in technical support center