

POSITION DESCRIPTION: Business Intelligence Developer

Position type: Full time

Location: Wollongong



Your Purpose

The BI Developer is responsible for the timely delivery and development of dashboards and reports through the data warehouse framework.

The key focus and thrust of the role is to:

- support the business teams drive improvement in key business metrics, customer experience and business results
- provide accurate and timely information that can be used in day to day operational and strategic decision making.
- interact with various business teams, internal and external customers, external vendors and senior management.

The BI Developer is responsible for the design and implementation of reporting and analytical solutions including the full SDLC and performance tuning of the enterprise Data Warehouse, Data Mart, BI Reporting environment, and support integration of those systems.

To be successful you will be an experienced BI Developer with a strong understanding of BI development framework. Critical to success will be strong communication skills, excellent documentation skills and have demonstrable experience in working with a variety of business stakeholders to extract data from systems and develop BI reporting requirements.



Your Responsibilities

Design and Development

- Provide design support for the development of BI solutions
- Work on cross-functional business and BI solutions
- Utilise database and BI applications automated reports delivery.
- Design, develop and test BI solutions including databases, stored procedures, queries and views, reports, and dashboards.
- Perform data conversions, imports, and exports of data between systems.
- Enhance the performance of BI tools by defining data to filter and indexes.
- Documents new and existing models, solutions, and implementations.

Data warehouse Administration

- Maintain data within a warehouse environment supporting delivery of quality data outputs.
- Integration of data from disparate business systems into an efficient data warehouse structure
- Modify existing ETL process in order to achieve optimal data structures for reporting
- Have a good understanding of data warehouse structures to achieve flexible reporting options.

Data Management

- Data cleansing to ensure high level of data integrity and accuracy for reporting.
- Creating relevant and logical data sets on which to structure reporting views and custom reports.
- Strong development capability to deliver in depth database / data warehouse solution
- Ability to maintain a practical data dictionary for the warehouse.

Business Requirements & Analysis

- Engage with internal and external stakeholders to determine and analyse BI needs.
- Proactively identify, analyse and document new BI requirements across the business.
- Analyses of business and functional requirements and translates these requirements to determine optimum BI solutions i.e. robust, scalable, operable solutions
- Research business problems and creates data models that help analyse these business problems.
- Collects, analyse, and share data to help business teams drive improvement in key business metrics, customer experience, and business results.

Teamwork

- As a member of the Business, Technology and Innovation team, assist Peoplecare to develop a business oriented culture based on initiative, innovation, cost effectiveness and exceptional customer service.

Projects/Work Planning

- Undertake improvement-based project work as assigned by the Data & BI Manager and/or Chief Information & Digital Officer from time to time.
- Assist in the delivery of the digital and data strategy.
- Participates in workstream planning process including inception, technical design, development, testing and delivery of BI solutions.

Production support

- Troubleshoot BI tools, systems, and software.
- Troubleshoot reported data loads or reconciliation inconsistencies in conjunction with the sites for data models and/or reports.
- Tracks, monitors and analyses performance and production issues, and implements improvements.
- Implement improvements to existing dashboards/reports using the BI Tools.
- Investigate reporting errors and resolve users queries.

Testing

- Reviews test plans and monitors testing process to ensure that business results are tested.
- Resolves issues based on test results.

Quality Assurance

- Provides input to the development of information quality metrics.
- Ensures the collected data is within required quality standards.
- Maintains the quality of Metadata Repository by adding, modifying, and deleting data.

Policies, Standards and Procedures

- Adheres to current standards.
- Provides input to standards, policies and procedures for the form, structure, and attributes of the BI tools and systems.

Training

- Designs and delivers end-user training and training materials.
- Trains users on using front-end BI Tools and to use that information correctly.



Your Team

Reports to

Data & Business Intelligence Manager

Collaborates with

- Business, Technology and Innovation Team, Finance and Business Analytics Team, and Marketing Team
- Executive Management
- Business Unit Managers and Team Leaders
- Third party vendors and software suppliers
- Appointed Actuary
- External Auditor
- PHI Industry participants
- Internal Audit Team

Authority

- Adherence and compliance to policies and procedures
- Contribution to changes to policies and procedures
- Reporting deliverables
- Process improvements



Your Goals

- Meet the appropriate Key Performance Indicators for your role



Your experience, quals & skills

Experience

Essential

- 2+ years SQL experience (SQL queries, functions, stored procedures, packages, triggers, and query optimisation)
- Experience with data visualisation tools such as Power BI, Yellowfin and Qlik
- Development of data pipelines using ETL/ELT tools for batch and streaming data

Desirable but not essential

- 1+ years' development experience with cloud-based analytics solutions using AWS and Azure specifically Data Factory, Azure SQL DB/DW, Data Lake, S3, Redshift, and/or Postgres (including Data Cataloguing and Data Integration tools)
- Experience in data analysis, relational and dimensional data modelling, data integration, data warehousing and database/schema design
- Experience in developing technical and support documentation, translate business requirements and needs into reporting and models
- A background in the health insurance

Qualifications

- Tertiary qualifications in Information Technology or equivalent
- Expertise in Business Intelligence, reporting and ETL development

Skills

- Strong business analysis skills with an ability to understand complex business processes
- Advanced MS word and excel skills
- Well-developed organisational and time management abilities
- Strong attention to detail
- Negotiation & decision-making skills
- Excellent communication and presentation skills (verbal & written)
- Excellent interpersonal skills
- Well-developed business acumen
- Strong problem solving and ability to think outside the box



You

- Can do attitude
- Performance and improvement focussed
- Ability to work effectively in a team and apply a broad range of skills
- Ability to work to deadlines
- Service and outcome orientated attitude, responsiveness and adaptability
- Ability to effectively handle pressure and balance competing tasks whilst keeping all parties informed of impacts to timelines