

<b>Position Title:</b> Business Intelligence Analyst	<b>Entity:</b> Indigo Australasia Inc (Indigo)
<b>Reports to:</b> Business Intelligence Team Lead	<b>No of Direct Reports:</b> 0
<b>Industrial Instrument / Job Level:</b> Common Law Contract - Tier Professional	<b>Primary Location:</b> Nedlands / East Perth
<b>Position Requirements</b>	
<p><b>Primary Purpose</b>  The Business Intelligence Analyst will be an integral part of the Digital Services Team, working closely with the business operations and reporting to the Business Intelligence Team Lead. The role will lead the development and implementation of enterprise Business Intelligence and Data warehouse. It will partner with a broad spectrum of stakeholders to support the delivery of innovative and optimized performance reporting.</p> <p><b>Key Accountabilities/Responsibilities</b></p> <p><b>Health Safety Wellbeing &amp; Environment</b></p> <ul style="list-style-type: none"> <li>• Demonstrate leadership in, role model and comply with all health, safety and hygiene policies, systems, and OH&amp;S legislation to maintain an appropriate working environment.</li> <li>• Ensure all incidents, accidents, injuries, hazards, or property damage are reported and managed. Identify and implement safety improvements working collaboratively with the Work Health and Safety program.</li> <li>• Contribute to developing and nurturing a culture that supports wellbeing.</li> </ul> <p><b>Strategic</b></p> <ul style="list-style-type: none"> <li>• Contribute to the creation and implementation of the Group's overall long-term strategy and annual business plans (i.e. think strategically about the group and the organisation).</li> <li>• Contribute to driving and enhancing long-term organisational sustainability and performance.</li> <li>• Participate and/or engage in all activities that relate to Group strategic initiatives and key issues.</li> <li>• Identify and implement improvement opportunities within the Group and participate in continuous improvement of the wider organisation by recommending sensible changes and communicating issues that may affect the organisation.</li> </ul> <p><b>Functional – Business Intelligence</b></p> <ul style="list-style-type: none"> <li>• Promote best practice by engaging, coaching, and mentoring business users and individuals in accessing, interpreting, and understanding data trends.</li> <li>• Assist with uplifting departmental reporting by conducting business requirement-gathering sessions with business analysts.</li> </ul> <p><b>Role Specific - MSBI Analyst (Data Warehouse &amp; Business Intelligence)</b></p> <ul style="list-style-type: none"> <li>• Develop regular Power BI visualisations and ad hoc queries for executive-management level stakeholders.</li> <li>• Build business intelligence and data, including reporting within the Microsoft ecosystem.</li> <li>• Design, develop, and maintain data warehouse solutions using Microsoft SQL Server, SQL Server Integration Services (SSIS)/ADF, and Azure Analysis Services /(SSAS).</li> <li>• Implement best practices in data warehousing, ensuring data quality, integrity, and performance. Ensure data governance and compliance standards are met, including data security and privacy.</li> <li>• Build processes supporting data transformation, data structures, metadata, dependency, and workload management.</li> </ul>	

- Create, modify, and optimize ETL (Extract, Transform, Load) processes using SSIS/Azure Data Factory to extract data from various source systems and load it into the data warehouse.
- Maintain the Data Governance Framework for the organisation.
- Integrate data from various sources, including third-party APIs, into the data warehouse.
- Identify and resolve performance bottlenecks in data warehouse processes and queries.
- Document data warehousing solutions, ETL processes, and data models for knowledge sharing and future reference.
- Develop proof of concept Business Intelligence (BI) models and prototypes to prove solution feasibility.

### **People & Culture**

- Demonstrate collaborative behaviour across the organisation to contribute to ensuring 'one organisation' where multifunctional team performance is optimised.
- Participate actively, and work closely and constructively, with colleagues in the leadership team to deliver integrated business outcomes.
- Ensure cultural optimisation through engaging in fit-for-purpose cultural programs and embedding these within the team and organisation.
- Role model positive leadership to employees.
- Respect and value the diversity of the workforce by helping to prevent and eliminate discrimination in the workplace.
- Manage resource requirements to ensure appropriate coverage within approved budget.

### **Budgeting & Administration**

- Develop, manage, and report on functions of responsibility.
- Meet revenue and activity based KPI's
- Ensure delivery of services and support within agreed budgets
- Ensure all operational and administrative processes are undertaken in accordance with established policies and procedures and associated processes are maintained and accessible in appropriate formats and designated locations

### **Key Performance Indicators & Measures**

*Indicators of effective performance in the position. KPI's are to be SMART goals. They are identified in the PDR to be specific to the individual teams and the position in a specified point in time. .*

### **Key Relationships**

*Key positions or groups with whom the individual will interact to perform the work of the position.*

<b><u>Internal</u></b>	<b><u>External</u></b>
<ul style="list-style-type: none"> <li>• Executive team</li> <li>• Leadership team</li> <li>• All other teams in the organisation</li> </ul>	<ul style="list-style-type: none"> <li>• Corporate customers</li> <li>• Peak bodies</li> <li>• Consultants and advisors</li> <li>• Small &amp; Medium Enterprises</li> </ul>

### **Key Behaviours**

Behavioural competencies or 'behaviours' are effectively attributes we display as we carry out our work, and 'how'. Below identifies **KEY** competencies (**6-12 key to the role**) integral to the success of this position and the organisation. For this job classification level key competencies critical for success will primarily be in Operational Behaviours.

<b><u>Strategic Behaviours</u></b>	<b><u>Leadership Behaviours</u></b>	<b><u>Operational Behaviours</u></b>
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<input type="checkbox"/> Aligning Performance for Success <input checked="" type="checkbox"/> <b>Analytical Thinking</b> <input type="checkbox"/> Critical Thinking <input type="checkbox"/> Building Strategic Working Relationships <input type="checkbox"/> Change Management <input type="checkbox"/> Innovation & Creativity <input type="checkbox"/> Leading through Vision & Values <input type="checkbox"/> Strategic Decision Making	<input checked="" type="checkbox"/> <b>Adaptability/ Agile Approach</b> <input type="checkbox"/> Building Customer Loyalty <input type="checkbox"/> Partnerships <input type="checkbox"/> Leading the Team – people centric <input checked="" type="checkbox"/> <b>Coaching/developing others</b> <input type="checkbox"/> Delegating Responsibility <input type="checkbox"/> Decision Making <input checked="" type="checkbox"/> <b>Information Monitoring</b> <input type="checkbox"/> Influencing /Negotiation <input type="checkbox"/> Managing Conflict <input type="checkbox"/> Project Management <input checked="" type="checkbox"/> <b>Digital capability</b> <input type="checkbox"/> Business Acumen <input type="checkbox"/> Growth mindset <input type="checkbox"/> Stakeholder engagement <input type="checkbox"/> Stress Tolerance/Resilience	<input type="checkbox"/> Applied Continuous Learning <input type="checkbox"/> Marketing & Comms <input type="checkbox"/> Build Trust <input checked="" type="checkbox"/> <b>Communication</b> <input type="checkbox"/> Client Liaison <input checked="" type="checkbox"/> <b>Demonstrates Initiative</b> <input type="checkbox"/> Energy <input type="checkbox"/> Formal Presentation <input type="checkbox"/> Gaining Commitment <input type="checkbox"/> Legislative & Industry Standards <input checked="" type="checkbox"/> <b>Organisation &amp; Self -Management</b> <input checked="" type="checkbox"/> <b>Quality &amp; Work Standards (including clinical or/ and technical)</b> <input checked="" type="checkbox"/> <b>Results Focused</b> <input type="checkbox"/> Safety & Environmental Excellence <input checked="" type="checkbox"/> <b>Teamwork</b> <input type="checkbox"/> Tenacity
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#### General Assessed

Impact	Technical / Professional Knowledge	Job Fit	Organisational Fit
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#### Work Related Requirements

##### Knowledge & Skills (Social, Personal & Technical) & Equipment

*The knowledge necessary to effectively perform in the position. Specific skills or equipment that the person needs to be able to use. Personal attributes/qualities that are important to the success of this position*

- Solid understanding of data warehousing concepts, including data modelling, ETL, and data integration.
- Proven experience as an MSBI Engineer with a focus on data warehousing design and optimisation and a cloud first mindset.
- Strong proficiency in Microsoft SQL Server (SQL queries), ADF, and Power BI.
- SQL Server skills including SQL objects development, performance tuning, data analysis and integration
- Experience and strong knowledge base with Power BI / Azure to maximise value from the technology stack
- Knowledge of data governance and security best practices.
- Knowledge of the software development lifecycle
- Excellent problem-solving and communication skills.
- Ability to work collaboratively in a team environment.
- Capability to build relationships, effectively negotiate and influence others
- Ability to liaise with senior leaders and key stakeholders both internally and externally
- Ability to think and act strategically, exercising sound judgement
- Ability to prioritise and meet deadlines, sometimes working with incomplete information
- Sound understanding of customer relationship management
- Strong business engagement, analytical and problem-solving skills

##### Work Experience

*The type and extent of previous work experience that is necessary to perform in the position*

- Role/s in similar position and/or industry, with exposure to most of the functional areas encompassed by

this role.

- 3+ years demonstrated experience in developing dashboards and visualisation solutions using tools such as Power BI (desirable)
- Experience working on Microsoft platform and working with Azure data components including Data Lake, Data Factory, Data Bricks, Power BI, Azure SQL, Synapse/DWH (desirable)
- Experience with working in an Agile/ Dev-Ops environment will be beneficial to the team as improved practices/ways of working need to be implemented.
- Operational and/or change management experience.
- Having experience with Python is highly desirable.

#### Clearances, Licences or Registrations

Police Check	WWC	NDIS Worker Screening	AHPRA	NCCHC	Drivers Licence	Other (specify)
<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

#### Qualifications

- Degree qualification in Business or ICT relevant disciplines
- Azure Data certifications (beneficial).
- Certifications in MSBI and data warehousing technologies (beneficial)
- NDIS Worker Screening Check
- Drivers Licence

#### Extent of Authority

Authority to act within the scope of your position to perform the objectives and requirements of your position as identified within this Position Description and as directed by your Leader. The extent of the authority may alter from time-to-time at the direction of your Leader.

Prepared & Approved By: Vilko Poznovia, Rebecca Emery

Date Reviewed/Modified: 20/04/2024 Reviewed by Amoné van Heerden

\*All PDs should be sent to P&C for approval and uploading to SharePoint

Related Documents: **PD Work Instructions, Behaviours Guide**

#### HR Use Only

**Risk Assessed Role (NDIS Worker Screening Check) No, not NDIS risk assessed role**

Date the role was assessed: 1/02/2022 Assessed By: Lisa Karabin, People & Culture Manager

*\*Will depend on the role*