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| **Job Title** | **BI & Reporting Engineer** | | |
| **Reports to** | **Application & Data Architecture Manager** | | |
| **Department** | **IT** | | |
| **Job Family** | **Business Services** | **Level** | **3** |

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| **About the School** |
| **At London Business School, we strive to have a profound impact on the way the world does business and the way business impacts the world. Our departments work hard to ensure that we are continually delivering a world-class service, academic excellence and that our course offering maintains our place as a leading business school.**  **With thought-leading faculty and dynamic learning solutions, we empower both businesses and individuals by offering a transformational learning experience that will broaden their professional knowledge and global mindset. As well as offering postgraduate courses for the business leaders of the future, we run open and customised executive courses for professionals and corporate clients that help leaders identify the future focus and strategic direction of their businesses.**  **With London in our hearts, we draw from its status as a financial, entrepreneurial and cultural hub to attract a diverse range of students and faculty, creating an abundance of opportunities to network with industry experts and alumni worldwide.** |

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| **About the Department** |
| **Information Technology (IT) is part of Operations. It provides technology and information services to the School at its main London campus and teaching facilities in Dubai.**  **This includes IT infrastructure; customer services; business systems; teaching technologies; desktop operating systems and applications; and project & programme management services to the wider school community.**  **The strategy of the IT department is to support the achievement of the School’s vision through:**   * + Core IT infrastructure - the establishment of an effective foundation of core systems and capabilities   + Teaching and Learning Experience - the introduction of the latest technology to improve the quality of the learning journey and enhance the faculty, student and participant experience   + Business Solutions - the implementation, upgrade and enhancement of applications and processes that improve the School’s operational effectiveness   + Investment and Growth - the exploration and exploitation of development opportunities to support the School’s growth plans   + Operational Improvements - the delivery of upgrades and improvements to existing systems and processes to underpin day-to-day activity |

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| **Job Purpose** |
| **The BI & Reporting Engineer role supports all departments of the School in the area of reporting and analytics. Main areas:**  **• Analytics: Assist in the support of PowerBI and the School’s Data Warehouse, as well as the continuous expansion of the School’s Analytics platform on Microsoft Azure.**  **• Reporting: Maintain current and implement new requirements on the SSRS platform**  **• Data Operations:**  **o Support daily data capture operations, analyse and problem solve data issues and identify areas for process improvements**  **o Be responsible for developing and administering bulk data operations, data imports and exports.**  **• Power BI Administration** |

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| **Key Areas of accountability and Key Performance Indicators (KPIs)** |
| **Key areas of accountability:**  **Delivery and Support**   * Apply specialist technical knowledge across a range of different areas to deliver required services in line with defined processes, escalating queries or tasks if outside own technical knowledge and/or standard procedure for own area. * Respond to requests from all stakeholders, providing specialist advice to deliver the information and/or understanding they require and provide an excellent service. * Resolve operational day-to-day issues referred from across the School, ensuring an efficient and first-class service is extended to all stakeholders. * Design and develop materials and policy guidance, with supervision from more senior colleagues, for use in the provision of an efficient and effective business support service. * Provide training to colleagues or stakeholders on an area of specialism to upskill and educate others in the business support services provided.   **Analysis and Reporting**   * Independently collate, cleanse and analyse data, and make recommendations based on analysis to support the department’s decision making process. * Liaise across the team and other departments to prepare reports to inform review, planning and decision-making.   **Compliance**   * Undertake investigations and inspections of data, processes and working practices in accordance with established procedure to identify actual/potential compliance issues and recommend appropriate action.   **Collaboration**   * Collaborate closely with team members and other departments across the School to enable cross department working, to raise the team’s profile, and to drive consistency of approach/standards through the wider School, thereby enabling effective service delivery.   **Project Management**   * Plan and deliver a range of straightforward projects, and/or contribute to more complex projects with guidance from more senior colleagues, to ensure delivery against project time, cost and quality standards, and targets.   **Process Improvement**   * Monitor processes, systems and practices within area of specialism, plan and carry out regular reviews to identify opportunities for improvement in light of changing needs, feedback and/or current best practice thinking; follow through on improvements once agreed.   **KPIs:**   * Delivery of high-quality service in area of specialism. * Area/team compliance with necessary regulations/processes. * Production of high-quality reports, with the identification of trends and issues. * Projects delivered on time, on budget and to quality standards and targets. * Development of relationships within and outside the team, and positive feedback from colleagues. * Improvements to processes and procedures in own area of specialism. |

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| **Knowledge/Qualifications/Skills/Experience required** |
| * Bachelor’s degree or equivalent experience. * Good communication skills and the ability to break down technical issues and explain them in layman’s terms. * Excellent organisational skills and meticulous attention to detail. * Strong analytical and problem-solving skills. * Positive experience of working within a customer-services orientated environment. * Data warehousing Concepts * Understanding of Data Mining * Knowledge of Statistics * Prior experience in data reporting * Prior experience implementing data-oriented solutions including one or more of the following:   + Master Data Management/Data Catalogue   + Business Intelligence, Analytics or data warehousing   + Data integration and migration   + Messaging or service-based architectures   + Data cleansing and aggregation * Experience using:   + SSRS   + PowerBI Desktop and Service   + ETL Tools (SSIS or Azure Data Factory) * A professional manner and ability to develop effective working relationships with colleagues, clients and third parties * Ability to prioritise tasks to ensure timely completion * Awareness of current trends in technology * Flexibility to adapt to differing requirements as the situation demands * Work alone and in teams, takes ownership and a desire to self-develop * Highly Desirable:   + Experience using/implementing data solutions in Azure   + An interest in or experience with data science / machine learning   + Tools and techniques for data integration and interfaces   + Experience in:     - Python     - Azure Data Factory |

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| **Staff** | **None** |
| **Budgets** | **None** |
| **Date Updated** | **15 May 2020** |