



MIT Position Description

Job Title: Business Analyst 2	Position Title: Business Intelligence Analyst
Reports to: Director, A & O	% Effort or Wkly Hrs: 100%
Department: Sloan OER	
Date: December, 2019	

Position Overview:

The Business Intelligence (BI) Analyst serves as a member of the OER Admin & Ops team and is responsible for overseeing all business intelligence activities for OER. S/he/they will use data to create and share insights to develop a culture within OER where team members use quantitative and qualitative information to guide their work. This position performs a broad range of tasks including serving as the technical lead on business intelligence and subsequent reporting and will serve as an active partner with other OER business units in planning and advising on use of existing and future systems, information, and data segmentation techniques to meet the division’s strategic and operational objectives. This individual in this role will participate in the design, development, architecture, configuration, and implementation of BI solutions; by accessing and assembling data from various sources. S/he/they will manage special projects and leads/participates in a variety of task forces and technical working groups with OER, Sloan, and MIT AA.

Principal Duties and Responsibilities (Essential Functions):**

Reporting and Analysis (80%)

- Serve as OER’s reporting and analytics expert; maintain up to date skills on relevant technologies and trends;
- Partner with OER leadership team to identify and address reporting and analytical needs;
- Understand and translate OER business and analytical needs into functional business process and BI solutions including technical requirements;
- Using BI tools, such as Tableau and Excel, develop, debug, document and maintain complex reports and dashboards to meet OER’s evolving business needs;
- Develop and deliver ad hoc reports to answer strategic questions and aid decision making by OER leadership;
- Proactively research and catalog sources of relevant data that is managed outside of AA/RD CRM;
- Collaborate successfully with Sloan Technology Services (STS) and technical staff within MIT’s Resource Development (RD), Alumni Association (AA), MIT Data Warehouse staff, and Sloan Financial Services teams to achieve expert-level understanding of the data used for reporting and analytics to meet the needs of OER;
- Serve on data- and technology-related committees and working groups to advocate for OER’s business needs;
- Maintain a central repository of OER reporting collateral and documentation;
- Train and mentor OER staff on available reporting tools and techniques for using them effectively.

Project Management (20%)

- Plan, develop, administer and coordinates new projects.
- Ensure that specified project goals and objectives are accomplished in accordance with strategic priorities, timelines, budget, or other specifications.
- Develop and schedule workplans in accordance with specifications, objectives, and budget requirements.
- Oversee daily operations to ensure deadlines and objects are met in a timely fashion.
- Coordinate project activities through a consistent project management process; develop methods for ensuring tracking of key project metrics; analyses project data.



- Provide technical advice or content knowledge to achieve project goals
- Evaluate effectiveness of operational processes and develops recommendations for improvement
- Manage the design and development of systems and resources
- Develop and manage relationships with internal/external stakeholders
- Determine and prepare required project documentation and reporting; prepare ad hoc reports, data analyses, and financial assessments on project activities, progress, status or related special reports for leadership.

Supervision Received:

Receives supervision from the Director of OER Administration and Operations.

Supervision Exercised:

Will be responsible for leading various projects and collaborating with stakeholders across Sloan, MIT RD, MIT AA, MIT IS&T.

Qualifications & Skills:

MINIMUM REQUIRED EDUCATION AND EXPERIENCE:

Bachelors degree required; minimum 5 years of related experience required; demonstrated report-building capabilities and experience defining and interpreting data models, using data visualization tools such as Cognos or Tableau, preferably in a university setting.

Ability to develop/implement process improvements; 3+ years of project management experience preferred; an independent thinker who can effectively collaborative to achieve goals; ability to manage multiple tasks efficiently in a high-pressure environment; meticulous attention to detail. Comfort as decision maker. .

PREFERRED EDUCATION AND EXPERIENCE:

Bachelors degree in statistics, computer science, analytics or similar. Exposure to CRMs/fundraising systems such as Advance. Development, Human Resources, Finance, and/or MIT experience desired.

Top Sloan Competencies

Collaborates

- Works towards team success with humility, as both a member and a leader of formal and informal teams
- Collaborates with others while respectfully advancing organizational goals and achieving desired outcomes
- Communicates openly and effectively by exchanging high-quality information, ideas, and opinions in an open and timely manner within and outside the school
- Holds self and others accountable to agreed-upon outcomes and deliverables
- Takes initiative to support team deliverables
- Adjusts priorities in response to pressing and changing stakeholder needs

Contributes

- Manages ambiguity and navigates change while being comfortable and confident working in a fast-paced and changing environment
- Demonstrates desire and drive for learning that enhances individual performance and contributes to organizational effectiveness
- Is self-directed and proactive while advancing work and achieving results
- Prioritizes own work to align with organizational goals
- Consistently delivers on goals, commitments, and priorities with high standards



- Prepares for discussions, meetings, and assignments in advance
- Anticipates needs and takes action
- Is tenacious and resourceful; finds a way forward
- Takes the next step to solve problems independently by presenting analyses, recommendations, and solutions
- Makes time to think and explore in addition to successfully executing tasks
- Identifies possibilities, translates ideas into action, and improves the way things gets done; makes a difference

Leads

- Fosters innovation and experimentation by applying original thinking, expertise, and professional experience to solve problems and develop new options and approaches
- Identifies and gathers the information needed to solve a problem effectively
- Recognizes possibilities and opportunities and takes steps to advance them
- Gains agreement on the nature and root cause of problems before moving forward
- Analyzes issues from different perspectives and in the context of strategic, organizational and cultural influences
- Initiates and sustains change that creates value
- Clearly communicates the context, goals, and purpose of changes while managing and supporting others
- Leads and motivates others through change by modeling the interpersonal effectiveness necessary for success
- Uses a variety of approaches to unfreeze an impasse or provides the motivation to change
- Creates order from chaos by taking responsibility to create clarity in ambiguous situations

** To comply with regulations by the American with Disabilities Act (ADA), the principal duties in position descriptions must be essential to the job. To identify essential functions, focus on the purpose and the result of the duties rather than the manner in which they are performed. The following definition applies: a job function is essential if removal of that function would fundamentally change the job.