
MIT Sloan Job Description

Job Title: Business Intelligence Analyst	Position Title: Business Intelligence Analyst
Reports to: Director, Administration and Operations	% Effort or Wkly Hrs: 100%
Department: Office of External Relations (OER)	

Position Overview:

The Business Intelligence Analyst for OER will serve as a member of the Operations team responsible for overseeing business intelligence activities and projects. The individual in this role will be the technical lead on business intelligence and subsequent reporting projects; will participate in the design, development, architecture, configuration and implementation of business intelligence solutions; will assemble and access data from various sources; will utilize innovative solutions to improve business processes, promote the strategic use of enterprise data, and enable clients to use reporting and analysis technologies to inform strategic decision-making; will participate in the development of data architecture strategy and principles; will design and deliver solutions that solve key, cross departmental business problems while understanding how those solutions fit into the overall business strategy; will serve as a reporting and analytics expert by assisting with the development of relational and dimensional models and reports; and will be responsible for understanding business needs and translating them into functional business process requirements that will facilitate a design for scalable reporting solutions.

Principal Duties and Responsibilities (Essential Functions):**

- Reporting to the Director, Administration and Operations, will partner to define and create OER's reporting and analytics strategy.
- Partners with OER leadership team to address and identify reporting and analytical needs.
- Makes recommendation to the Director, Administration and Operations on business intelligence processes and best practices.
- Provides for the design, development, architecture, and implementation of OER's business intelligence applications; the design area includes data modeling, master data definition and quality, data auditing and profiling, business intelligence reporting solutions and dashboard solutions.
- Translates high-level business requirements into well thought-out solutions that meet OER's business and technical needs as defined by the organizational leaders and stakeholders
- Delivers reports and analytics that will aide key decisions by leadership.
- Using Tableau, Excel and other business intelligence (BI) tools develops and assists with building, de-bugging, and maintaining complex reports and dashboards.
- Responsible for requirement gathering, writing functional specifications, system and data analysis, and support for implementation of OER's key reporting and analytics to align with OER's short-term and long-term strategic initiatives.
- Collaborates with Sloan Technology Services (STS) and technical staff within MIT's Resource Development (RD) and Alumni Association (AA) teams to achieve an understanding of the data used in order to develop reporting and analytics to meet the needs of OER.

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- Identifies area of opportunity and creates action plans and project scopes to address analytical and reporting needs.
 - Takes ownership for developing, documenting and maintaining repeatable processes for reporting and analytics.
 - Assists in the design and analysis of surveys and focus groups to support the goals/objectives of OER.
 - Other duties as required.

Decision Making and Judgment

Regularly makes decisions, provides process and technology recommendations, and takes independent action on matters affecting OER. Participates in OER strategy development. Demonstrates initiative, sound judgment, tact, and discretion. Enforces administrative policies and procedures. Demonstrates a high degree of professionalism, diplomacy, poise, ethical sensitivity, discretion and commitment to confidentiality.

Supervision Received:

Reports to the Director of OER Administration and Operations.

Supervision Exercised:

Will be responsible for leading various projects and collaborating across OER units.

Qualifications & Skills:

- 5+ years of relevant experience in reporting and analytics, including design and implementation of dimensional data modeling, and a bachelor's degree in a related field.
- Ability to work with end users on Tableau current and future reporting tool solutions to ensure that proposed solution meets user's needs and can be implemented with Tableau or other solution set
- Demonstrated report-building capabilities and experience defining and interpreting data models.
- Strong project management skills required including the ability to lead a project team, prioritize tasks and provide mentoring as needed
- Strong analytical, organizational, interpersonal, written and verbal communication, and effective presentation skills
- Ability to translate and simplify requirements with both technical and business teams
- Solid customer service orientation and the ability to bridge the gap between business and technology
- Ability to work with individuals at various levels across the Institute and externally
- Ability to collaborate and work effectively with others and function well as part of a team
- Ability to manage multiple projects and prioritize activity and promptly raise any obstacles
- Experience with data warehousing techniques, business intelligence tools and principles; CRM systems like Ellucian Advance, Blackbaud CRM; Oracle; and business intelligence tools like Cognos, Tableau, Hyperion and BRIO.
- Proven ability to work successfully within a team structure and willingness to place team success above personal goals.
- Excellent interpersonal skills, high degree of professionalism, discretion, confidentiality and commitment to quality.
- Experience in higher education advancement services strongly preferred, particularly annual giving, prospect management, and gift accounting.

** To comply with regulations by the American with Disabilities Act (ADA), the principal duties in job 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.