

DATE POSTED: February 11, 2020
CLOSING DATE: February 25, 2020 – 5:00 P.M.

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Job Announcement

The following Full-time position is available in our organization. Interested applicants who meet the Minimum Qualification Requirements must submit an online application at <https://store.ite.net/careers/> no later than the posted closing date above.

JOB TITLE: DATA AND REPORTS ANALYST
DEPARTMENT: BUSINESS DEVELOPMENT & ANALYTICS
LOCATION: GUAM
STARTING SALARY: \$13.87 PER HOUR (negotiable based on experience)
FLSA STATUS: NON-EXEMPT
OPENINGS: 1
JOB POSTING #: #8264 / #G-11-2020-02

Job Summary:

The Data and Reporting Analyst, under the guidance and general supervision of the Business Development & Analytics Manager, is responsible for all development activities related to the extraction, transformation, and loading of the data from multiple source systems into the data server, the operational data store (ODS). The position will work with business units (Sales, Marketing, Finance & Customer Care) to fully understand their reporting needs and to ensure timely and accurate integration of data to the ODS. This position requires an individual who can fully support and implement the analytics capability for the company.

Essential Duties and Responsibilities:

The Employee will:

1. Know and uphold the established IT&E Mission, policies and procedures, IT&E and Department objectives, quality assurance and safety programs and standards.
2. Responsible for all development activities related to the extraction, transformation, and loading of the data from multiple source systems into the data server, the operational data store (ODS), according to the approved design and standards, as well as supporting data management processes.
3. Coordinate continuously with the source system owners, data custodians or source system vendor for further clarifications on the contents of the data sources and in the transformation of source to target databases/fields.
4. Partner continuously with business units (Sales, Marketing, Finance & Customer Care) to fully understand their reporting needs and to ensure right data is integrated to ODS at the right time to help the organization make fact-based decisions.
5. Manage and operate the day-to-day operations of ODS to ensure all jobs involving the integration of data are processed.

6. Responsible for the data loading performance; conduct regular tuning/optimization to ensure data loading processes fit within the specified loading period.
7. Develop SQL (PL/SQL or MS Access) queries to aggregate data that are needed regularly, collected from various source systems to support specific needs of the business operations.
8. Develop operational reports and dashboards for the information needed regularly by management and business operations.
9. Handle extraction of a variety of ad hoc data requests from various business operating units.
10. Coordinate regularly with IT-MIS for the reports being built/generated to ensure that there is no duplication of work.
11. Maintain a thorough knowledge of the company's operating systems, products and services through coordination with operations, technical team and project managers for the implementation of new systems and product launches
12. Remain professionally current on the telecommunications industry and IT and data issues through seminars, conferences, professional memberships, and the review of research papers and reports, data trends, and professional journals.
13. Analyze competitive market strategies through analysis of related product, market, or share trends.
14. Synthesize current business intelligence or trend data to support recommendations for action.
15. Communicate with customers, competitors, suppliers, professional organizations, or others to stay abreast of industry or business trends.
16. Manage timely flow of business intelligence information to users.
17. Collect business intelligence data from available industry reports, public information, field reports, or purchased sources.
18. Identify and analyze industry or geographic trends with business strategy implications.
19. Analyze technology trends to identify markets for future product development or to improve sales of existing products.
20. Generate standard or custom reports summarizing business, financial, or economic data for review by executives, managers, clients, and other stakeholders.
21. Identify or monitor current and potential customers, using business intelligence tools.
22. Maintain or update business intelligence tools, databases, dashboards, systems, or methods.
23. Maintain library of model documents, templates, or other reusable knowledge assets.
24. Create business intelligence tools or systems, including design of related databases, spreadsheets, or outputs.
25. Conduct or coordinate tests to ensure that intelligence is consistent with defined needs.
26. Analyze and interpret statistical data to identify significant differences in relationships among sources of information.
27. Identify relationships and trends in data, as well as any factors that could affect the results of research.
28. Prepare data for processing by organizing information, checking for inaccuracies, and adjusting and weighting the raw data.
29. Present statistical and nonstatistical results, using charts, bullets, and graphs, in meetings or conferences to audiences such as executives, direct supervisor, department head and team members.
30. Report results of statistical analyses, including information in the form of graphs, charts, and tables.
31. Design research projects that apply valid scientific techniques and use information obtained from baselines or historical data to structure uncompromised and efficient analyses.
32. Process large amounts of data for statistical modeling and graphic analysis, using computers.
33. Evaluate the statistical methods and procedures used to obtain data to ensure validity, applicability, efficiency, and accuracy.
34. Evaluate sources of information to determine any limitations, in terms of reliability or usability.
35. Develop and test experimental designs, sampling techniques, and analytical methods.
36. Plan data collection methods for specific projects and determine the types and sizes of sample groups to be used.
37. Prepare and structure data warehouses for storing data.
38. Assist other staff and functional areas in their areas of responsibility, as needed.

39. Perform other related duties or tasks as assigned or required.

Minimum Qualification Requirements:

Education: Associate's degree from an accredited college or university in Computer Science, IT or a related degree in Statistics or Math or related field

Work Experience: Three (3) years of experience in IT related work in the telecommunications industry

Licensure/Certification/Professional Association:

None Required

Special Knowledge, Skills and Abilities:

1. Knowledge of:
 - a. Telecommunications operating systems, network and business processes
 - b. Data warehousing, data quality and data stewardship functions
 - c. Principles and concepts of team building, strategic planning and resource management
 - d. Telecommunications standards and practices, trends and technologies

2. Skills in:
 - a. Spreadsheet software – Microsoft Excel
 - b. Word processing software – Microsoft Word
 - c. Presentation software – Microsoft PowerPoint
 - d. Office suite software – Microsoft Office
 - e. Data base user interface and query software – Microsoft Access, Oracle SQL or PL/SQL
 - f. Preparing written reports, statistics and analyses
 - g. Managing human and material resources.
 - h. Facilitating initiatives through good interpersonal relations
 - i. Critical Thinking — Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems
 - j. Active Listening — Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
 - k. Complex Problem Solving — Identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.
 - l. Speaking — Talking to others to convey information effectively.
 - m. Active Learning — Understanding the implications of new information for both current and future problem-solving and decision-making.
 - n. Writing — Communicating effectively in writing as appropriate for the needs of the audience.
 - o. Judgment and Decision Making — Considering the relative costs and benefits of potential actions to choose the most appropriate one.
 - p. Learning Strategies — Selecting and using training/instructional methods and procedures appropriate for the situation when learning or teaching new things.
 - q. Time Management — Managing one's own time and the time of others.

3. Ability to:

- a. Create a team environment and maintain employee morale; work as the lead or member of a project team
- b. Perform in a self-directed, hard-working, creative and forward-thinking manner
- c. Travel for both short and extended durations Excellent communication skills in are essential, both written and oral
- d. Approach problems as challenges and deal with them constructively while promoting this approach to other team members
- e. Work in a fast-paced, environment to support reporting needs of the management
- f. Mathematical Reasoning — The ability to choose the right mathematical methods or formulas to solve a problem.
- g. Oral Comprehension — The ability to listen to and understand information and ideas presented through spoken words and sentences.
- h. Oral Expression — The ability to communicate information and ideas in speaking so others will understand.
- i. Written Comprehension — The ability to read and understand information and ideas presented in writing.
- j. Written Expression — The ability to communicate information and ideas in writing so others will understand.
- k. Speech Clarity — The ability to speak clearly so others can understand you.
- l. Problem Sensitivity — The ability to tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing there is a problem.
- m. Fluency of Ideas — The ability to come up with a number of ideas about a topic (the number of ideas is important, not their quality, correctness, or creativity).
- n. Originality — The ability to come up with unusual or clever ideas about a given topic or situation, or to develop creative ways to solve a problem.

As an Equal Opportunity/Affirmative Action Employer, we afford equal opportunity to all applicants and employees for hire and promotion without regard to race, color, national origin, gender, age, marital status, religion, veteran status, gender identity, sexual orientation, pregnancy or disability or genetic information.

IT&E is a Drug Free Workplace