Position Description

**Business Intelligence (BI) Analyst**

**Location:** Support Centre, Milton

**Branch:** Corporate Services – ICT

**Reports to:** General Manager – ICT

**Direct Reports:** Nil

**Effective Date of PD:** Jan 2024

**Primary Objective:**

The Business Intelligence (BI) Analyst is critical in transforming the data into critical information and knowledge that can be used to make informed business decisions and support the Lutheran Services’ vision and strategy. As Business Intelligence Analyst, you will utilise your experience to provide data that is accurate, congruent, and reliable; and ensure that the information is easily available to users for direct consumption for reporting or integration with other systems.

**Key Relationships and Position Dimensions:**

The position will consult, collaborate and network with:

* Executive Leadership Team, Group Managers and Team Leaders,
* Service Managers and Clinical Leads,
* Care and Clinical System Owners,
* Support Centre Employees.

This position has no direct and/or indirect reports and is not directly responsible for any operating budget.

**Key Accountabilities:**

**Leadership Accountabilities**:

At Lutheran Services, we place equal value on the outcomes we achieve and the behaviours we demonstrate. Our competency framework provides the basis of behavioural expectations for all employees. All positions are accountable to the values and behaviours set out in the Lutheran Services Competency Framework. The Business Intelligence Analyst is a **Leader of Self**.

* Ensure that personalised client needs are met through effective application and appropriate escalation of client feedback;
* Proactively initiate problem-solving and identify areas for improvement to achieve successful outcomes;
* Build strong relationships with team members and clients to work effectively towards common values and goals;
* Actively engage in coaching and feedback to guide development and stay focused, resilient, and values-driven;
* Work in an efficient manner to meet service delivery expectations, client needs and organisational objectives;
* Act in a consistent and proactive manner that identifies and utilises resources efficiently to deliver high-quality outcomes.

**Role Specific Accountabilities**:

* Identify, collect, transform, and integrate data from diverse sources and ensure data quality, reliability and consistency through utilisation of the best practices.
* Perform statistical analyses and data mining including creation of the visualisations and reports for stakeholders.
* Provide data-driven insights for strategic decision-making in collaboration with management and project teams.
* Assist in Development, Measurement and Evaluation of Key Performance Indicators (KPIs).
* Work closely with project and operational teams to understand data requirements and integrate data processes seamlessly into the DevOps pipeline. Contribute to the development of CI/CD pipelines for data-related processes, ensuring automated testing, deployment, and monitoring of data workflows.
* Develop and implement automated testing scripts for data pipelines to ensure data quality and reliability throughout the DevOps lifecycle.
* Responsible for the 2nd level support for data and reporting tools used by the organisation.
* Establish and uphold data governance policies and ensure compliance with corporate policies and privacy regulations.
* Utilise the data analysis tools including providing training and support for the stakeholders on data tools and best practices.
* Foster a data-driven culture and be an advocate on data literacy.
* Collect feedback on data analysis outputs and explore new analytical techniques and tools.

**Position Requirements:**

**Essential:**

* Tertiary qualification in Data Science, Statistics, Information Systems, or equivalent experience
* Microsoft Azure, Power Platform or Data Fundamentals certifications or working towards one.
* Experience in a Business/Data Analysis role using the following tools:
  + Microsoft Azure and Power BI technology stack
  + Microsoft Power Platform
* Demonstrated experience in systems thinking, working in project teams, and ITIL processes.
* Excellent written and verbal communication and enhanced interpersonal skills.
* Advanced facilitation skills and evidence of a highly collaborative working style.
* Must maintain a valid Police Check.

**Desirable:**

* Experience working in the health industry with models of service delivery (including NIDS, Aged Care Quality Standards).