

BI Analyst Developer

Position Description

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| Position Title | BI Analyst Developer |
| Responsible Council | NSW State Council |
| Reports To | Data Platform Manager |
| Location | Lewisham NSW. State-wide travel may be required. |
| Primary position objective | The BI Analyst Developer is part of an agile development team, working on the development, deployment, customization and integration of a data warehouse ensuring all solutions for Operational Data, Data Warehousing, Analytics, Reporting and Business Intelligence are built in a way that is scalable, reliable and secure and supports rapid growth of information in an agile way. |

St Vincent de Paul Society

The St Vincent de Paul Society is a member and volunteer based organisation that has been assisting people experiencing disadvantage in NSW for more than 130 years.

The Society was founded by a 20 year old man named Frederic Ozanam in 1833, who with a group of friends, wanted to make a difference to the poverty and disadvantage that he saw around him in post-Revolution France. Leading by example and with boundless energy, Frederic started what is now a world-wide movement in just 20 short years. The St Vincent de Paul Society NSW has around 16,000 members and volunteers and 1,400 staff. Our local member networks, referred to as Conferences, are present in over 420 communities across NSW.

Our members and volunteers provide assistance to people experiencing disadvantage including food parcels and vouchers, financial assistance, assistance with energy bills and other debt, budget counselling and the provision of other material items such as furniture, clothing and bedding and any other household items. Importantly, our members also provide vital emotional support and referral services as needed.

The St Vincent de Paul Society is a leading provider of community support services and has close to 100 Special Works across the State in the areas of homelessness, mental health, disability, financial counselling, supported accommodation, food provision, refugees and migrants and addiction counselling.

Our work is funded by all levels of government, the generous support we receive from the community and our 250 Retail Centres across NSW.

Department Overview

The mission of the Technology Services team is to support and enable the achievement of the Society's strategic business objectives by delivering services that ensure we can best meet our obligations to our members, volunteers and employees.

Embedded within the Corporate Services Directorate of the State Support Office, the Technology Services Team partners with NSW State Council, Central Councils, Special Works and Society employees, to create and sustain a secure, reliable and scalable technology environment, and to ensure careful and responsible management of the Society's technology resources. The department has embarked on a transformation journey with the purpose to enable better services, building capability and collaborating effectively across the Society's technology needs.

Led by the Chief Information Officer (CIO), the department has overall responsibility for Strategic Planning, Enterprise Architecture, procurement, delivery and quality assurance of Service Management and Operations, managing the budget and cost allocation for the service portfolio and delivery of technology programs and investments, as well as Information Risk & Security management.

Role Overview

The BI Analyst Developer is part of an agile development team, working on the development, deployment, customization and integration of a data warehouse ensuring all solutions for Operational Data, Data Warehousing, Analytics, Reporting and Business Intelligence are built in a way that is scalable, reliable and secure and supports rapid growth of information in an agile way.

Duties and Responsibilities

- Develop a flexible, secure and available data warehouse and data lake that will allow Vinnies to rapidly and securely leverage insights from data and deploy purpose built data/BI solutions, the most important of which is to support the measurement and reporting of outcomes.
- Develop and support analytical and operational reports and dashboards, data exploration, data experiments, ETL and analytical models.
- Provide data analysis using Queries, Visualization tools and any Data Science tool.
- Work with business stakeholders to elicit and document business requirements
- Break down deliverables into tasks and user stories
- Document detailed designs based on business requirements
- Ensure the ongoing health of database servers
- Making changes to the data warehouse security configuration
- Implement identified industry standards around information security, governance and general information architecture
- Work closely with internal and external developers to ensure all data/information solutions are developed in a way that is scalable, reliable and secure
- Maintain and then migrate legacy data and reporting systems to a new data platform.
- Ensure that solution deliverables are delivered of a high quality in the timeframe anticipated
- Assist with Project technical and user demonstrations and technical workshops
- Provide Subject Matter Expert assistance to other Projects as required

Customer Service

- Assist and support internal customers with using our services throughout projects and operations, supporting and mentoring them through the relevant processes
- Build positive relationships with internal customers during projects to ensure that our relationships with internal customers are strong, profitable and enduring.
- Work with our customers to identify and describe business benefits for their projects.

Operations

- Support the move to DevOps and increase levels of Data/BI test automation and CICD maturity
- Report and Manage technical debt levels
- Ensure support tickets escalated by the Service Desk are closed within SLAs
- Proactively identify problems, prioritise and continuously improve

Security

- Ensure the security maturity of the Data/BI platform is maintained
- Ensure DR is in place for Data/BI, is tested regularly and works
- Ensure Security and Architecture is maintained by solutions proposed and implemented

Essential Criteria

- Tertiary qualification in Information technology
- Experience with development using the Microsoft Data/BI stack (PowerBI, SSIS, SSAS, SSRS, MS SQL Server, Azure, VSTS/DevOps etc.)
- Experience with Data Modelling (physical, logical, 3NF and Star Schema)
- Experience with Data Warehousing / Data Mart development
- Exposure to Big Data and Data Lakes Solutions
- Proficient T-SQL Query development
- PowerBI (or equivalent – Tableau, Qlik etc)
- Testing (System, Integration, UAT)
- Experience with Data Quality and Integrity Management
- Be a team player and a problem-solver.
- Customer-oriented approach
- Experience developing cloud-ready applications based on open standards, network development and monitoring and cybersecurity
- Ability to work within the ethos of the St Vincent de Paul Society, a charitable organisation, and a willingness to participate in Society events

Desirable Criteria

- Experience with Big Data and Data Lakes Solutions
- Non-Profit / Charity Industry Experience
- Microsoft Dynamics CRM
- Experience working in a mature DevSecOps environment
- Experience working on projects integrating with digital, mobile and CMS platforms
- NFP experience

The St Vincent de Paul Society is an Equal Employment Opportunity Employer