



## JOB DESCRIPTION

<b>POSITION TITLE:</b>	<b>Business Intelligence Analyst</b>
<b>JOB REFERENCE:</b>	BIA/2023/8
<b>REPORTS TO:</b>	Manager ICT Services
<b>SECTION:</b>	Information Systems and Digital Transformation
<b>DEPARTMENT:</b>	ICT Services

### JOB SUMMARY

The Business Intelligence Specialist is responsible for creating reports, visualizations, dashboards and metrics that provide business insight and aid business decision-making through the effective implementation of data initiatives including business intelligence solutions, use of query and scripting languages, data warehousing, data mining – and collaboration with business experts to better understand valuable business objectives and KPIs.

### PRINCIPAL ACCOUNTABILITIES

- Install/configure, maintain/review/manage, monitor and support the enterprise BI platform and reporting tools. Plan and execute systems rollouts and upgrades, including application of bug fixes/patches, and software/driver/firmware updates as per systems' manufacturers' recommendations and best practices; user access management; provide support and training on BI applications to end-users.
- Work with the Manager ICT Services, Systems Administrators and IS Analysts and project stakeholders to:
  - gather all data design specifications as per project stakeholders' requirements
  - gather, document, and approve business requirements for data analysis and reporting projects
  - use BI and database tools to develop reporting solutions and analytical/operational dashboards to meet business needs and to track and report performance metrics, goals, and historical trends.
  - Design, develop and implement ETL processes to transform structured, unstructured and disparate source data into the target data warehouse(s) or data mart(s).
  - Ensure proper configuration management and change controls are implemented in the ETL processes.
- Monitor all data projects according to development life cycle and ensure compliance to quality standards.

## PRINCIPAL ACCOUNTABILITIES

- Develop methodologies to improve data analysis; assess integrity and accuracy of information systems data.
- Ensure real-time flow of business intelligence information to users.
- Participate in preparation of technical specifications for systems upgrades, acquisition of new or innovative software and assist in the bids evaluation process.
- Develop methods for database design and validation; extract data from databases to share between different systems; develop specifications for data integration between systems, etc.
- Analyze industry trends in business intelligence, big data, data analytics, etc. to recommend improvements to the BI platform.
- Provide Tier-3 support as per the IT Incident response plan in place. Troubleshoot, identify, isolate, and resolve systems level problems - with the support of the vendor if applicable.
- Collaborate with cross-functional teams to ensure availability, integrity, security, reliability, and scalability of BI Systems in line with business demands and as per IT policies and procedures in place; participate in IT disaster recovery and business continuity development, planning and testing.
- Implement BI systems and data backup plans in compliance with data backup policies in place.
- Implement BI data archiving and purging plans in compliance with data retention policies and procedures in place.
- Implement security and data privacy controls (policies, procedures, and technologies) measures and prioritize fixes for identified systems vulnerabilities without diminishing user productivity and in compliance with IT security policies in place; implement systems log archiving plans for identification of root cause of problems in compliance with IT security policies in place.
- Maintain accurate and complete documentations for BI systems; Keep records of BI software and license inventory, incidents, systems downtime, preventive maintenance, software upgrades and updates in compliance with IT asset management policies in place.
- Perform other duties as may be assigned by the Manager ICT Services.

## PERSON SPECIFICATION

### Knowledge:

- H.S.C with three A-Levels including Mathematics
- Bachelor (Hons) Degree in Computer Science or related field from a recognized institution acceptable to ATOL

- 3+ years of proven post-graduate experience in analysis, design, development, support and/or maintenance of information systems and/or business intelligence solutions, including data warehousing, data mining, etc.

**Skills:**

- Excellent ability to handle data using popular data tools like Excel and structured query language (SQL) is critical
- Conversant with data preparation/visualization tools like Tableau, Google Looker Studio, Power BI, etc.
- Familiar with ETL tools like Talend
- Knowledge of Python will be advantage
- Excellent critical thinking, analytical and problem solving abilities
- Creative thinking
- Good written and oral communication, presentation, reporting skills
- Excellent time management and multi-tasking skills
- Good interpersonal skills
- Results-oriented and pay attention to detail.
- Good team player and able to meet tight deadlines
- Ability to challenge the status quo and think outside the box

**Attitude:**

- Must have a positive and can do attitude.
- Willing to go the extra mile to make things happen.
- Display a strong desire to learn new things and keep abreast of new technologies.
- Be enthusiastic and proactive.

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## OTHER INFORMATION

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### How to apply?

If you believe you have the right profile and can take up the challenge, please send the following documents by registered post **not later than 26 April 2023 at 15h30** local Mauritius time.

1. Motivation letter
2. Full resume/ CV
3. A photocopy of National Identity Card
4. Copies of educational certificates with letters of equivalences from the MQA as applicable.

### Applications should be addressed to:

Human Resources Department  
Airport Terminal Operations Ltd (ATOL)  
Passenger Terminal Building  
SSR International Airport  
Plaine Magnien  
Mauritius

### Notes:

- The successful candidate will initially be employed on contract basis for a period of one year with the possibility of permanent employment thereafter based on satisfactory performance.
- Job references should be specified on the envelope and your motivation letter.
- Only the best qualified candidates will be called for the interview.
- Applications received after the closing date will not be considered.
- Canvassing in any form will entail disqualification from the selection process.
- Prior to appointment, the successful candidate will be required to submit a certificate of character as per the Company Policy.
- Applicants should be Mauritian Nationals.

ATOL reserves the right not to make any appointment following this advertisement without incurring any liability towards any applicant.

***An Equal Opportunity Employer***