

BUSINESS INTELLIGENCE ANALYST (BIA) JOB SPECIFICATION

Designation/ Position	Job specifications	Competence requirements	Qualification And Experience Requirements
Analyst, Business Intelligence	<p>The Business Intelligence Analyst (BIA) is a role within the Technology team at NCBA RWANDA and reports to the Head of IT. The Job holder is responsible for the business solutions that support business intelligence, Electronic Data Warehouse and digital transformation goals. The BIA will ensure the efficient design, configuration, development and deployment of the technologies required for analytics, functional reporting and information management. Work with business users to understand the data and how to generate the businesses KPIs and metrics as well as the dashboards and/or reports used for their delivery.</p> <p>The effective execution of the role's responsibilities should enhance the NCBA RWANDA brands by delivering on the below key responsibilities;</p> <ul style="list-style-type: none"> • The design/analysis, development, delivery and ongoing improvement of all BNR EDWH, Business Intelligence and Analytics processes on all the bank's applications. • Adherence to internal policies and procedures for the development and management of BNR EDWH process instances and Business Intelligence repository along ITIL and other best practice standards. • Support, maintain and audit existing service lifecycle artifacts, to agreed SLAs 	<ul style="list-style-type: none"> • Excellent interpersonal skills with ability to work as part of an agile team, to manage competing priorities, design solutions as part of a larger roadmap and to be hands on in supporting implemented technologies. • Good understanding of Business Intelligence concepts and technologies: Data warehouses, OLAP data structures, etc. • Develop and manage Business Intelligence solutions in relation with business needs • Self-empowerment to enable development of open communication, teamwork and trust that are needed to support true performance and customer-service oriented culture. • Knowledge and experience with ITIL as a best practice framework for IT Service Management. • Is able to analyze, diagnose, plan, execute and evaluate work to time, cost and quality targets, exhibiting familiarity with available tools, standards and procedures 	<ul style="list-style-type: none"> • A Bachelor degree in Computer Science or its equivalent in a Technology related field i.e. Information Technology, Software engineering. • 3 years of software engineering/development using formal Software Lifecycle methodology • Strong knowledge and hands-on experience of the following: <ul style="list-style-type: none"> ✓ Application back-end development using Oracle Database, SQL, PL/SQL ✓ Application/Web Server experience with WebLogic, JBoss, Apache ✓ Design, implementation and maintenance of Data warehouse platform

<ul style="list-style-type: none"> • Apply knowledge and experience, showing deep understanding of BI architecture to effectively design and integrate new service lifecycle artifacts • Advise internal customers on technology improvements that will ensure realization and maximization of business objectives • Undertake the day-to-day management of the Business Intelligence technology platforms used by the bank, which facilitate the efficient delivery of customer service, transactions processing, management decisions and regulatory compliance. • Ensure that all the information technology platforms in use by the bank keep pace with technological innovations and developments as a way of protecting investment in technology. • Manage relationships with relevant technology based service providers as a way of ensuring that uptimes are optimized. • Evaluate, plan, implement and maintain all the Bank's data and BI related projects within agreed time and budget constraints. • Ensure appropriate controls and monitoring mechanisms to keep information technology operations and services in place despite power outages and telecommunication failures. • Put in place reporting processes that will enable continuous tracking of the division's performance, monitoring of customer satisfaction and provision of management reports. 	<p>and making correct choices from alternatives.</p> <ul style="list-style-type: none"> • Create and maintain documentation including requirements, design and user manuals • Effective communicator, able to guide, collaborate and advise business stakeholders. • Astute at planning for mission critical production activities. • As part of the BI team, continuously review the best technologies to deliver the solution and help drive adoption through communication and training to end users. 	<ul style="list-style-type: none"> ✓ Design and implementation of ETL processes preferable using ODI ✓ Development of metrics dashboards using Oracle Business Intelligence Enterprise Edition (OBIEE) • Testing and QA tools e.g. JIRA • Working Knowledge of Unix or Linux Operating systems e.g. Solaris, Cent OS • Experience and Knowledge of Shell scripting in a Unix or Linux environment • MS SQL high proficiency • Oracle Database Administration • Proficiency in project management.
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