Business Systems and Data Analyst

Context

The Joint Radio Company Limited (JRC) is an industry-owned independent provider of products and services, including consultancy, relating to (radio) spectrum management, spectrum utilisation and radio network design and security. Services include radio link planning, windfarm coordination, legacy & future data & voice radio network planning and spectrum licensing. The primary focus is to support the UK Electricity & Gas sectors which are going through a period of profound change as a result of the UK's net zero ambitions.

Overview of the role:

As part of JRC's drive for enhanced operational performance & delivery in the context of a rapidly changing environment, the Business Systems & Data Analyst's role is to understand the processes and systems underlying JRC's future activities and identify, evaluate and implement changes to improve quality, efficiency and repeatability. Reporting to [TBA] and working with the engineering team and external consultants as required, you will take a key role in the development of JRC's specialist systems and processes and in the development of our information and database management strategy.

Principal responsibilities of the role:

Business Systems Analysis

- Evaluate technical and business processes, capturing, documenting and communicating requirements, identifying areas for improvement, and developing and implementing solutions.
- Lead ongoing reviews of business processes and developing optimization strategies.
- Perform requirements analysis, and develop solutions, ensuring solutions meet business needs and requirements.
- Monitor process and IT advancements to automate and modernize systems, including corporate and specialised systems supporting technical operations.
- Gather, analyse and evaluate critical information by working closely with key stakeholders, contract specialists, and managerial staff.
- Responsible for the production and delivery of documents and results, and for conducting meetings and presentations to share ideas and findings

- Provide support and training on new systems and processes to the wider team.
- **Support internal and external audits of business systems and process.**
- Support internal projects, developing project plans, and monitoring performance, allocating resources and maintaining cost efficiency.
- Assess, test and implement new or upgraded software and assisting with strategic decisions on new systems. Performing user acceptance testing and commissioning.
- Develop systems or tools to improve integration across the range of tools used to deliver BAU and Project work.
- Contribute to the on-going development of our MapInfo based windfarm application.

Data Analysis

- Understand the various JRC data sources and develop a JRC data map to understand data flow
- Become integral to the design and development of a single master database within JRC
- Identify and implement processes for managing the JRC master data, including creation, updates, and deletion.
- Assist with integration of the master database into the JRC Windfarm tool, including development of new routines and apps as required.
- Develop and manage the reporting environment, including data sources, security, and metadata.
- Manage users and user roles.
- Support initiatives for data integrity and normalization.
- Provide technical expertise in data storage structures, data mining, and data cleansing. Provide training, coaching, and guidance to staff as required.
- Work with key stakeholders to understand the required Management Information for the business.
- Generate reports / dashboards from single or multiple systems as required.
- Work with the engineering team to identify areas for data quality improvement and develop methods for addressing the issues.
- Troubleshooting the reporting database environment and reports.
- Provide support and training to end-users on new reports and dashboards.

Required kills and experience:

- Three years of experience in a related field.
- Fundamental analytical and conceptual thinking skills and be able to explain difficult concepts to non-technical users
- Excellent time management and self-organisation skills with the ability to work effectively to tight timescales and under pressure/stressful situations.
- Highly organised with the ability to multi-task and with strong work management and prioritising skills
- Ability to work as part of a team, as well as independently and on their own initiative
- Displays excellent relationship, influencing and all-round communication skills.
- A knowledge of MapInfo, MapBasic or Python for GIS applications would be an advantage.
- Tenacious, flexible, passionate, resilient and results driven with a persuasive personality.
- A quality driven approach consistently aiming for high standards. Diligent with attention to detail.
- Good questioning skills with the confidence to challenge and probe.
- Good communication skills, with the ability to produce high quality written documentation and select the content, style, format and distribution methods most appropriate to the audience
- Experience using computers for a variety of tasks, with a high degree of competency in Microsoft applications such as Word, Excel, Visio and Visual Basic
- A good understanding of Access, SQL or other database tools would be an advantage.
- Knowledge of file management, transcription, and other administrative procedures.
- A track record of following through on commitments.
- Demonstrated experience in handling large data sets and relational databases.
- Ability to analyse existing tools and databases and provide software solution recommendations.
- Knowledge of Monday.com would be an advantage