

DATA ANALYST

MAIN PURPOSE OF JOB

To take ownership of our vehicle data services, with the aim of providing the best solution to satisfy both internal and client requirements by improving existing services and developing new services and content.

POSITION IN ORGANISATION

- Reports to VIS Telematics Team Leader
- Liaises at all levels both internally and externally

SCOPE OF JOB

- **Data Analysis:** To understand the various datasets that we hold, are considering holding, or interact with, at a detailed level.
- **Service Design:** In conjunction with the Management, to draw up proposals for changes and improvements to the current data schema and services that we hold.
- **Commercial Evaluation:** To understand the commercial potential and any limitations of the data and services.
- **Quality Assurance:** To ensure documents and analysis/designs produced meet customer expectations and company quality standards.
- **Customer Service Pre-sales Support:** To support the sales force and partners in the development of new relationships and pre-sales support.
- **Customer Service Post-sales Support:** To provide 3rd level support for issues and incidents that may arise, including monitoring, reporting, customer communication and escalation processes.

DIMENSIONS & LIMITS OF AUTHORITY

- Take responsibility and ownership of vehicle data analysis

QUALIFICATIONS

- IT / Business Qualification

EXPERIENCE

- Proven ability in a data analysis role
- Experience of handling vehicle data
- A working knowledge of relational databases would be advantageous
- Experience of UML would be advantageous
- Good presentation skills
- Communication skills – experience of communication with clients and managers

DUTIES AND KEY RESPONSIBILITIES

Data Analysis

30%

- Acquire a good working knowledge of the various classes of vehicle data that we hold
- Assess the content, compatibility, benefit and overall viability of new data sources that might become available

Service Design

20%

- Work with developers, DBAs and engineers in the implementation of delivery solutions
- Assist in the design of new products and services based on the data we hold

Customer Service

20%

- Pre-sales: Assist in the drafting and negotiation of terms and contracts for the supply of vehicle data to ensure that they are compatible with our implementation
- Post-sales: Be responsible for SLA based activities including monitoring, reporting, compensation and escalation processes.

Commercial Evaluation

15%

- Have an understanding of, and input into, the potential commercial uses of the data that we hold
- Draw up proposals and commercial rationales for changes and improvements to current data services

Quality Assurance

15%

- Take overall responsibility for the quality of data and services including the requirement for testing and monitoring