Lawley

INSURANCE | EMPLOYEE BENEFITS

Technical Data Analyst/BI Developer

Position Focus:

- Administration of QlikView: adding/editing/disabling users; securing data and reports; software updates; troubleshooting technical issues
- Assist with supporting all current business applications including technical assistance to over 400 end users
- Support internal QlikView requests such as dashboards, reports, and training for end users
- Develop, validate, test, and implement dashboards and reports
- Work closely with Salesforce and Epic Administrators to ensure data consistency within systems
- Create and maintain documentation of QlikView reports and dashboards
- Optimize, maintain, and migrate dashboards and reports, locate and define process improvement opportunities
- Verify structure and quality of data to ensure report integrity and accuracy
- Work closely with Salesforce Admin and IT to troubleshoot data, review error logs, resolve connection issues
- Extract, transform, analyze data from multiple sources (QlikView, Salesforce, Epic, Excel, SQL)
- Collaborate with various teams; Accounting, Admin, Sales, Marketing, Benefits, IT, Personal and Commercial Lines
- Work with end users to gather specifications for data and report requirements and effectively translate end user reporting requirements into functional design
- Create data models including data transformation, generating QVDs, writing scripts
- Assist with Crystal Report development and troubleshooting
- Understand each position in the agency and the management systems or software used to support the position
- Understanding and/or working knowledge of critical software including Epic and Salesforce as well as any integration within those systems
- Support Epic version and maintenance upgrades by reviewing release notes and implementing necessary database changes within QlikView
- Support Salesforce and Epic configuration changes by implementing necessary database changes within QlikView
- Provide technical support for users, resolve specific Help Desk tickets assigned
- Assist with data quality initiatives and cleanup
- Attend monthly Salesforce Team Lead meetings
- Continue QlikView education including various certifications
- Support Lawley initiatives, guided by company values, sales culture, business needs and scorecard

Successful candidates ideally possess:
- Bachelor's degree in related field or equivalent experience
- 3-5 years proven experience as a BI Developer or Data Analyst
- Proven analytical and problem-solving abilities
- Strong understanding of databases/database relationships including SQL
- Advanced MS Excel skills
- Epic, Salesforce and/or QlikView/QlikSense knowledge a plus
- Positive attitude, even in a fast-paced environment
- Ability to effectively multi-task, work quickly and efficiently
- Strong analytical and critical thinking to evaluate data from multiple sources
- Financial background or experience in Accounting or Accounting Information Systems desirable
- Precise verbal and written communication skills