

Report Writer/Data Analyst

Provide technical and administrative direction for personnel performing software development tasks, including the review of work products for correctness, adherence to the design concept and to user standards, review of program documentation to assure government standards/requirements are adhered to, and for progress in accordance with schedules.

Responsibilities include:

- Provide Enterprise wide reports within the IT directorate.
- Log all incoming problems and requests and actions taken to resolve them
- Diagnose complex technical issues and provide in-depth technical analysis of problems
- Provide follow-up status to customer end-users in accordance with specified support policies and procedures
- Contribute technical solutions to knowledge base
- Demonstrate outstanding communication skills to translate reporting requests in order to meet the actual information and deadline needs of customers
- Present report data in a way that is most meaningful and readily accessible to customers
- Expert-level mastery of various data reporting tools and databases, e.g. Remedy, SQL, Oracle, Crystal Reports, Microsoft Access, Microsoft Excel, etc.
- Provide support to customers on standardized and ad hoc reports

Maintain a customer satisfaction rating of satisfactory or higher.

Qualifications

Five years' experience with large organizations including implementing a program of reporting, tracking and analyzing key metrics, reviewing work products, and reviewing program documentation to ensure compliance with government standards/requirements. Formal training and/or industry recognized certifications providing customer

service in an organization of similar size as the USCB, which is supporting approximately 9,000 client-computing devices.

Demonstrates ability to:

- Experience working with customers, gathering and understanding customer requirements
- Experience in fostering and managing customer relationships
- Experience in written and/or verbal communication (reports) to peers, stakeholders, and management
- Specific experience creating custom reports in Remedy
- Specific experience creating custom reports from data extracted from Remedy using Excel and/or Crystal Reports

Bachelor's degree in Computer Science, Information Systems, Engineering, Math, Business or other related scientific or technical discipline.