

BI Analyst

POSITION SUMMARY & KEY AREAS OF RESPONSIBILITY:

Responsible for providing customer-specific analysis leading to improved service fidelity and customer profitability. Required to maintain working relationships with all WCS operations-focused groups, including, but are not limited to, the Field Support Centers, Field Operations Management (primarily TMs), the Worldwide Service Logistics organization, the Billing Operations Center and Customer Advocates, 3rd party contractors, Depot Repair centers, and Account Support Teams.

Must have a thorough understanding of WCS systems, operations and policies, and customer contract specifics that are used to resolve customer problems. Provide information to the Logistics Analyst for account-specific Parts Plans Communicate specific SLA (Service Level Agreement) requirements to specific locations; Actively assist in SLA commitments including running the SLA monitoring tool daily; Analyze account-specific subcontractor performance and match to SLA requirements for compliance

Required working heavily with MS Office to provide wide variety of reporting

Required working with various reports to analyze data and be able to advise Account Teams on areas of improvement

Perform analysis on all penalties for all NCR service delivery contracts subject to penalties

- Run standard and ad hoc reports; Gather information for the Critical Care Process when needed
- Work with customer help desks on specialized SLA management activities when normal NCR processes are failing; Meet with customers and account teams and act as Subject Matter Expert on reporting deliverables
- Ensures successful design, development, and deployment of global services processes and related infrastructure; Manages portions of a project; Tracks, updates, communicates project status, scheduling and documentation
- Able to quickly determine next steps in problem resolution process, including customer notification, updating, relationship managing, and escalation

BASIC QUALIFICATIONS:

- Bachelor's Degree 1-3 years of related experience Analytical and/or technical experience, preferably within NCR Services
- Demonstrated proficiencies with Microsoft Office Suite software
- Knowledge of EDW queries, Gaspar system knowledge, D1 system knowledge
- Excellent written and verbal communications skills
- Ability to work in a fast-paced environment and multi-task
- Good time management and organizational skills
- Ability to identify and resolve issues with a sense of urgency
- Detail oriented

- Ability to work as part of a team or independently
- **Willing to work non-standard business hours as required by customers, Monday-Friday 14-22h**