

Job Description

1. General Information

Role Title:	<i>Reporting Analyst</i>
Division:	
Reporting To:	Manager Service Improvement & Quality Assurance
Position Number:	
Date:	
Contact Person:	

2. Context

Shared Services (SS) is a provider of technology and business consulting services to Company X departments.

SS offers a portfolio of services that are available to all participating Company X departments and provide enhanced value for money from economies of scale together with uniform processes and technical architecture. It aims to adopt "best practice" in terms of business processes and governance as the foundation for enabling a strong customer and service oriented culture.

3. Role Overview

The Reporting Analyst is a key role for Service Improvement. Working with other members of the Service Improvement Team (including Service Delivery Managers), the Reporting Analyst will review and analyse data from components, systems and sub-systems in order to obtain true end-to-end service performance. The role also encompasses the continual development of key metrics that will assist in improving the overall service being provided as well as achieving more transparency with our customers.

In addition the Reporting Analyst will work with key service owners and other parties to identify and recommend automation of reporting of the data. This will include the selection and configuration of appropriate tools as well as working with existing tools such as HP Openview and Crystal reports to reduce the amount of manual intervention that is currently required to produce quality service delivery reports.

4. Key Accountabilities

- Analyzing reporting requirements
- Developing new reporting metrics that will assist with the continual service improvement process
- Responsible for producing trends and providing feedback on the trends, what their impact is likely to be and if the trends are predictable in the future
- Developing the requirements for reporting automation and leading discussion on the selection of required tools
- Assisting with the detailed design of the automated reporting processes and reports
- Participating in key continual service improvement and service delivery meetings
- Validating data that is being reported