Business Intelligence Analyst – Service Planning

WHO WE'RE LOOKING FOR

Do you enjoy data analysis and solving problems in a team environment? Are you eager to join an innovative, community-minded organization? CapMetro is seeking a BI Analyst to streamline and automate processes, support agency initiatives working with complex data sets, and diagnose and troubleshoot data issues.

This Business Intelligence (BI) Analyst position reports directly to the Manager of Service Analysis and will work with Service Analysis, Scheduling and Service Planning areas of the Planning department. The BI Analyst will assist Capital Metro in making informed business decisions that enhance service quality and sustainability, use business intelligence analytical tools and machine learning techniques to leverage the warehouse of datasets, mine for information and statistics, create performance metric dashboards, and create user-friendly BI interface applications to query databases. This position will be responsible for creating data-driven strategies that improve CapMetro processes and KPIs as well as support of the collection and compilation of data used to support strategic planning functions. The BI Analyst will develop automated and ad-hoc performance reports that may be submitted to National Transit Database monthly or annually. Must be adept at using large data sets to find opportunities for service and process optimization and using models to test the effectiveness of different courses of action. Must have a passion for data and a highly analytical mind.

WHAT YOU BRING
•Bachelor's degree in Business, Economics, Statistics, Computer Science or a similar field. Related experience may substitute on a year-for-year basis.
•Three (3) years of experience analyzing data using programming tools and a variety of automated office software including Oracle, SQL, MS Access, Data Visualization Tools, and Excel. Data Analytics Certification preferred
•Experience using advance Excel features with experience in BI tools.
•Data analytics project experience using Python, SQL, or R
•Experience using a variety of data mining/data analysis/machine learning methods, using a variety of data tools, building and implementing models, using/creating algorithms and creating/running simulations.

Knowledge, Skills and Abilities
•Programming and statistical skills in Oracle, SQL, R, Python, SPSS or other similar language.
•Knowledge of ETL processes and tools
•Ability to utilize database software at an advanced level
•Knowledge in Technology such as SharePoint, Power BI, Tableau
•Knowledge of statistical measures and procedures including modeling and trend analyses.
•Skill in analyzing complex data and identifying discrepancies.
•Skill in research, calculation, analysis and summarization of complex data
•Be self-motivated and seek opportunities for continuous improvement of analytic skills and processes. Be a catalyst and a willing participant of organizational changes.

•Ability to work in a team environment in a matrix organization, partnering well with employees, management, users, business areas, vendors, contractors and undertake duties and tasks as assigned without close supervision
•Excellent oral, written, and interpersonal communication skills, including skill in interviewing a variety of individuals for information gathering purposes.
•Ability to identify problems, propose solutions, and to coordinate diverse job requirements/projects on very tight schedules.
•Attention to detail and ability to process, understand, and utilize complex transit concepts and report findings.
•Ability to establish and maintain effective working relationships through interpersonal skills
•Knowledge of and dedication to customer service and working team concepts.

WHAT'S IN IT FOR YOU
•Work with a diverse, collaborative and energetic workforce whose focus is to bring innovation into the industry and how we serve our customers and team members.
•Utilize our free and reduced fare transit service to get to the office and then plan to hit the gym (for free) and work with our onsite trainers, before heading back home.
•If you have children between the ages of 6 months and 6 years old, enroll them in the onsite award-winning Child Care and Learning Center.
…and much more!

WHAT YOU SHOULD KNOW
Capital Metro is deeply committed to building a workplace where inclusion is not only valued but prioritized. We are proud to be an equal opportunity employer and committed to creating a welcoming and diverse environment. We prohibit discrimination and harassment of any kind based on race, color, sex, religion, sexual orientation, national origin, disability, pregnancy, age, or any other protected characteristic as outlined by federal, state or local laws. Capital Metro makes hiring decisions based solely on qualifications, merit, and organization needs at the time.

PAY RATE COMMENSURATE WITH EXPERIENCE

For more information and to apply, visit:
https://capmetro.csod.com/ux/ats/careersite/1/home/requisition/453?c=capmetro