

Business Intelligence Developer and Operations Analyst

WHO WE'RE LOOKING FOR

Do you have strong skills writing SQL queries? Are you skilled in research, calculation, analysis and summarization of complex data? CapMetro is seeking a detail-oriented Business Intelligence (BI) Developer & Operations Analyst to process, understand, and report complex transit concepts for the Demand Response and Innovative Mobility team.

The BI Developer & Operations Analyst position assists Capital Metro in making informed business decisions that enhance service quality and sustainability of Demand Response and Innovative Mobility service. The BI Developer & Operations Analyst develops automated and ad-hoc performance reports to submit National Transit Database data reports and create performance metric dashboards (including eligibility, customer service, service coordination, and contractor performance). The BI Developer & Operations Analyst creates user-friendly BI interface application to query databases, uses SQL queries, BI analytical tools to leverage data warehouses to mine for information and analyze statistics and participates in data warehouse design. Provides quality and consistent data, produces report metrics and conducts analysis to make timely decisions, provide transparency, and develop strategies to balance service quality, sustainability, and drive innovation. The BI Developer and Operations Analyst works to identify performance trends, use datasets to analyze operations costs, staffing, effectiveness/ efficiency, and quality of service.

WHAT YOU BRING

- Bachelor's degree in Business, Computer Science, or related field. Related experience may substitute for the education on a year for year basis up to four (4) years.
- Three (3) years of experience using programming software and a variety of automated office software including Oracle, SQL, MS Access, Data Visualization Tools, Visual Studio, and Excel. SAS Certification preferred.
- Experience in aggregation of enterprise level dashboards/ reporting using .NET technology.
- Relevant experience using current GIS technology, using editing tools, performing spatial analysis and creating geodatabases with ArcGIS platform is preferred
- Two (2) years of experience in data analytic software, data collection and analysis.
- Knowledge of transit scheduling and dispatch software, and call-center systems preferred.

Knowledge, Skills and Abilities

- Strong skills writing SQL queries in Oracle, Microsoft SQL Server, or other industry leading RDBMS to implement complex business logics.
- General knowledge of scripting languages
- Industry experience in data development, production, and automation
- High-level understanding of data warehouse concepts/methodologies to implement business intelligence solutions
- Strong debugging/troubleshooting skills to understand the complexity connected with security issues and data access permissions of the data warehouse.
- Excellent oral and written communication skills.
- Aptitude for organization and adaptive/deductive reasoning.
- Skilled in research, calculation, analysis and summarization of complex data
- Detail oriented with the ability to process, understand, utilize and report complex transit concepts

- Able to establish and maintain effective working relationships through interpersonal skills

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/431?c=capmetro>