

**Title:** Business Intelligence (BI) Developer

**Reporting to:** Business Intelligence (BI) Team Leader

**Direct Reports:** N/A

### **PURPOSE OF POSITION**

The BI Developer reports to the BI Team Leader and is a member of the Network Operations department of MainPower New Zealand Limited (the Company).

The Network Operations department ensures all operating systems meet business needs on a day-to-day basis and constantly strives to provide excellent business systems to the Company. It leads the implementation of plans, projects and road maps derived from department strategy that aligns to the Company business strategy. The Network Operations department culture is one of service excellence; ensuring internal customer needs are understood and that best practice delivery meets or exceeds expectations.

The BI Developer contributes to the Business Intelligence solution architecture by maintaining and developing the existing data warehouse as well as reports and dashboards using best practice analysis, design, development, testing and deployment methodologies to support the achievement of business requirements.

### **POSITION VALUES**

The role of BI Developer will assist the Company in building a commitment to IT excellence. It is expected that the BI Developer maintains a high level of professionalism and integrity, displays a positive attitude and team focus, and is enquiring and articulate while ensuring the values of the Company are always upheld.

### **KEY RELATIONSHIPS – INTERNAL AND EXTERNAL**

- All MainPower staff
- External Suppliers

## ACCOUNTABILITIES

### BI Solution Architecture

Focus on the Company BI solution architecture to ensure benefit is delivered for all areas of the business

### Documentation

Supports Company practices by ensuring all administration processes and procedures are best practice and report to the BI Team Leader on all areas of responsibility as required

### Health and Safety Support

Provide support to Network Operations to contribute towards a culture of health and safety

## RESPONSIBILITIES AND PERFORMANCE MEASURE

- Manage requests for technical BI assistance in a timely manner using JIRA.
- Take technical ownership of and maintain and develop the SQL data warehouse in accordance with normal SDLC and best practices. Troubleshoot and resolve any load failures by ongoing maintenance of ETL (SSIS & stored procs) and views.
- Monitor and ensure operational availability of the BI solutions.
- Maintain and develop SSRS or Tableau reports and dashboards as required.
- Support the SQL Billing and Cost of Supply applications.
- Create test scripts and conduct code testing of developed software. Ensure code is documented and updated in the source code repository. Changes to data structures are updated in the data dictionary.
- Liaise with vendors for efficient resolution of any software issues.
- Provide backup support to other IT team members as necessary.
- Maintain a balance between Company policy and end user benefit by handling issues in the best interest of both the user and the Company.
- Maintain a full understanding of all the Company's policies, procedures and practices.
- Keeping accurate records of updates and discussions for handover to the relevant person.
- Document solutions that are developed for in house use and develop user manuals and guidelines.
- Evaluate and identify any opportunities or areas to drive improvement that can impact both the Company and the user experience.
- Maintain accurate Company records through updating relevant databases and systems.
- Positively contribute to the Company's health and safety culture through active support and adherence to internal policies and procedures.
- Ensure 'safety by design' practices are applied to all stages of work.

- Act as a role model for health and safety practices and policies.

### **Team Participation**

Contribute to, and work with the Network Operations department and wider Company, to deliver a constructive workplace culture

- Ensure the BI Team Leader is made aware of issues and kept informed of developments relating to the IT systems.
- Participate fully in meetings with colleagues, contributing as appropriate and supporting colleagues as required.
- Provide support to MainPower during emergency response and adverse weather events. This support may include secondment to other areas of the business as required in order to provide support to the customer and community.
- Undertake any further responsibilities as reasonably requested by the BI Team Leader.

### **Professional Development**

Undertake all professional development required to fulfil the BI Developer competencies and accountabilities

- Actively participate in all performance reviews with the BI Team Leader.
- In conjunction with the BI Team Leader, prepare and keep current a professional development plan.

## **COMPETENCIES – ATTRIBUTES AND BEHAVIOURS**

To be effective in the position, the BI Developer shall have and be able to consistently demonstrate the attributes and behaviours described below.

- Actively demonstrate professionalism throughout the Company and the industry and be a credible and trustworthy person who holds the respect and loyalty of all stakeholders.
- Be proactive, energetic, enthusiastic and positive in all dealings with colleagues and customers.
- Have tenacity in pursuing goals, show focus in the face of opposition and ensure personal goals are aligned with the Company objectives.
- Demonstrate a strong understanding and commitment to the values of the Company.
- Actively work to support the goals and objectives of others in the wider business.
- Champion MainPower’s Health and Safety Policy; set directions, define standards and values and embed continuous improvement inside and outside areas of responsibility.
- Regularly update knowledge and skill through effective training and education.

## COMPETENCIES – SKILLS AND EXPERIENCE

To be effective in the position, the BI Developer shall have and be able to demonstrate, the following skills and experience.

- A relevant tertiary qualification.
- 2+ years' experience in developing Tableau reports and dashboards (alternatively similar experience in Power BI or QlikSense).
- 3+ years' experience maintaining and developing SQL dimensionally modelled warehouses.
- Experience in data modelling and a solid understanding of data warehouse methodologies and techniques including implementation of SCD's.
- Highly capable in SQL development/support and competent using SQL, SSRS, SSIS and Visual studio. Experienced in data preparation, reporting, warehousing, ETL and analytics.
- Ability to adapt to emerging industry technologies and apply these to the business.
- Absolute commitment to testing and data integrity.
- Excellent problem solving and analytical skills.
- Solid written and verbal communication – can document and communicate technical information to non-technical people.
- A professional and results orientated approach with good business and customer focus.
- Motivated and driven – you volunteer for new challenges without being asked.
- Advocating and empathising – the ability to handle complaints and frustrated business users.
- Calm under pressure – you think on your feet.
- Strong planning skills to ensure priorities and tasks are completed on time.
- An ability to take initiative combined with sound judgement.
- Maintains a high degree of accuracy and attention to detail in their work.

This document is not intended to be exhaustive in terms of detailing the role and responsibilities of the position but to at least to provide a 'flavour' of the requirements of the role – you may be asked to complete other duties for the betterment of the business from time to time.