JOB ADVERTISEMENT– DATA ANALYST

POSITION NAME:	DATA ANALYST
REPORTING LINE:	DATA PRACTICE MANAGER
DIRECT REPORTS:	CONTACT CENTRE ANALYSTS
SUBSIDIARY/ DEPARTMENT:	NTIYISO BUSINESS CONSULTING
LOCATION:	TSHWANE

WHO ARE WE?

Ntiyiso Consulting Group is an authentically African and globally wired management consulting firm specialising in all major industries. We deliver sustainable solutions through three subsidiaries, viz. Ntiyiso Revenue Consulting, Ntiyiso Business Consulting and Ntiyiso Industrialization Consulting. Ntiyiso means 'TRUTH' in the Xitsonga language. Therefore, we are naturally inclined to deliver the most trusted solutions to our clients and at the heart of why we exist lies our purpose: to empower institutions that enable Africa's development.

JOB PURPOSE

The data analyst will be responsible for driving the firm's data strategy within the contact centre. They will liaise with the contact centre manager(s) to ensure the highest levels of project delivery. They will create and deliver data-driven solutions, insights, and analyses to provide value to a portfolio/business area, by gathering, validating, integrating, structuring, documenting, presenting, and interpreting data. The role requires professional experience in data extraction, wrangling, analysis, visualisation, and reporting on complex data sets to draw conclusions from them to inform the decision-making process at a management level.

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KEY RESPONSIBILITIES
• Perform data wrangling, which may include but not limited to the collection, extraction, integration, mapping, transforming, structuring, validation, exploring, cleaning, and storing of data. • Automate and optimize data extraction processes. • Liaise with business stakeholders to identify and translate their business requirements to ensure that relevant and value-adding solutions are developed to aid in effective decision-making. • Generate and present insights from data through recurring and ad hoc analyses/reports to support strategic business decision-making. • Create appropriate documentation that allows stakeholders to understand the steps of the reporting/data analysis process and replicate the reports/analyses if necessary. • Collaborate with stakeholders to identify opportunities for process improvements, recommend system modifications, and develop policies for data governance.

JOB COMPETENCIES – SKILLS, KNOWLEDGE AND ATTRIBUTES	
Behavioural Competencies • Attention to detail and accuracy. • Ability to read with comprehension and understanding. • Good time management • Proactive self-starter • Innovative • Results-driven • Leadership skills • Adherence to company values	**Technical/ Proficiency Competencies** • Strong analytical and data-handling skills • Competent in SQL/R/Python programming • Excel (intermediate/advanced) • Competent in Business Intelligence Tools (Power BI, Qlik etc.) • Data modelling, engineering, and database design and maintenance skills • High degree of conceptual and hypothesis-driven thinking • Report writing • Strong business/client engagement skills • Presentation skills • Strong understanding of professional services • Customer-oriented attitude with professionalism

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QUALIFICATIONS AND EXPERIENCE	
Minimum Qualifications and Experience	• BSc degree in Computer Sciences / BTech in IT/ BCom in Financial Information Systems or any equivalent qualification. • At least 3 - 5 years of related work experience
WORKING CONDITIONS AND SPECIAL REQUIREMENTS	
Shift work, Overtime, Travel, Uniform, Special conditions	• Must have a valid driver's license, and own vehicle is an advantage. • From time to time, you will be expected to work long hours and expected to travel
Duration of Employment	Performance-based Fixed Term Contract

TO APPLY:

Please send your Curriculum Vitae and proof of qualifications to: careers@ntiyisoconsulting.co.za

Reference no: AP/ NRC/24. Available immediately

Consider your application unsuccessful if you have not heard from us two weeks after closing.

CLOSING DATE:

Monday: 26 February 2024

17:00 (End of Business)

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