

Business Systems Analyst

We have an exciting opportunity to join the professional services team at Supply Pilot.

Our mission is to transform the way businesses work with their suppliers to build more successful sustainable brands.

We have decades of experience working with the largest global brands including Walmart, ASDA, COOP, Waitrose, John Lewis and more. We need to strengthen our team of analytical thinkers that are in their element in front of clients.

We offer a flexible working environment where you can work from home or at our office in Nottingham as you see fit and have a tried and tested remote working setup.

We work flexibly to support our global customers and colleagues, to achieve our ambitious deadlines, and ensure a healthy work life balance. By providing the tools, space and coaching we create an environment that removes any barriers to collaboration and allows our business to thrive.

The Role

This is a challenging senior role within Supply Pilot responsible for the data strategy on key customer accounts, reporting to the Technical Director.

The successful candidate will handle integrations between systems and data by owning customer data system implementations, transformations, reports and dashboards.

You will need to use SQL as well as business and systems, analytical methods and techniques. This role will need to be able to communicate with customers and provide insights on technical information in a meaningful way.

Responsibilities

- Own all customer data systems and implementations
- Be responsible for all integrations between systems and data
- Help the customer interpret their data and get the most out of it
- Be the first port of call for data queries and help to resolve any issues quickly

Interested in this role?

Contact Loren via email at loren.harvey@supply-pilot.com

Accountabilities

Own end to end customer integrations from the source system, ETL to BI

Be the responsible and most knowledgeable person for customer data issues and development liaising with the program manager, engagement team, support and customers to ensure that these are scoped and resolved as appropriate.

Key internal stakeholder and customer representative

Work with the data analytics and business intelligence team to develop new customer dashboards as the voice of the customer whilst being able to consult with a deep understanding of our customers data.

Identify data anomalies and resolve issues

Being able to interpret data and discover anomalies and then work with end users to rectify any issues is key. You will need to be able to interpret data in order to communicate to customers and assist them in resolving issues.

Ensure a level of quality in all data

This role will also be responsible for ensuring quality standards and accuracy of data capture are robust in order for it to be used for decision making purposes for our customer.

Experience

Essential

- Excellent communication skills, both written and verbal
- Strong knowledge of Excel and SQL
- Good understanding of business and systems methods and techniques
- Good understanding of data integration types

Desirable

- Previous experience in a customer facing role

Package

- Pension scheme
- Private healthcare
- Company socials and fantastic Christmas getaway
- Enhanced Maternity/Paternity scheme
- Remote first business with flexible hours