Job Description

This form summarises the purpose of the job and lists its key tasks. It is not a definitive list of all the tasks to be undertaken as those can be varied from time to time at the discretion of the School, in consultation with the postholder.

Job title: Business Intelligence (BI) Developer

Department/Division: IMT Applications and Information Services
Accountable to: Business Intelligence (BI) and Integration Services Manager

Job Summary

The Business Intelligence (BI) Developer will be part of the Business Intelligence (BI) and Integration Services Team, which is responsible for developing and delivering a high quality BI and data integration service to the LSE.

The post holder will be expected to provide professional expertise and skills in the development and support of BI applications, with a primary focus on the BusinessObjects software and platform. The post holder will be expected to be involved in all aspects of project work from requirements gathering through to delivery and handover.

Duties and Responsibilities

Communication

- To maintain a customer focus in the communication of technical information and documentation of services.

- To convey and discuss specialist technical information and concepts to IMT colleagues, other staff and customers within the School, external partners and suppliers as required.

- To develop and prepare adequate documentation to cover the configuration of BusinessObjects and other components of the business intelligence and integration services.

- To develop and deliver knowledge-transfer documents and training resources for customers and IMT support staff.

- To prepare and deliver high quality presentations to both technical and non-technical audiences in order to demonstrate the functionality and value of BusinessObjects and similar software applications.

Teamwork and Motivation

- To work closely with the BI and Integration Services Manager and other members of the BI and Integration Services Team to deliver high quality BI and integration services to LSE.

- To work within project-based teams as required.

- To deputise for the BI and Integration Services Manager at team, departmental, School or external meetings as required.

Liaison and Networking

- Build and maintain effective working relationships with colleagues in IMT and other departments across the School, for the mutual exchange of information, delivery of services and projects, and for the resolution of problems.

- Build and maintain relationships with external suppliers, consultants, sector partners and community peers to obtain high quality provision of products, services and information relating to the delivery of IMT services to the School.

- To work closely with the IMT Enterprise Applications Team to ensure that data is accessed securely and in a manner that does not have a negative impact on the LSE database systems and business applications.

- To maintain a positive customer relationship between IMT and customers across the LSE.

Service Delivery

- To provide guidance to IMT and customers across the LSE on the appropriate use of BusinessObjects software and other BI applications, to meet requirements.

- To work closely with customers to coach them in the use of BusinessObjects, and other BI applications as required.

- To participate in data discovery and data quality exercises.

- To analyse and develop the requirements and specifications for BI and integration projects.

- To estimate the resources and effort required for delivering project work.

- To work flexibly within multiple project teams and act as technical lead as required.

- To design and develop BusinessObjects universes and reports according to agreed specifications, including associated development using e.g. Oracle SQL or PL/SQL.

- To produce documentation to cover BusinessObjects universes and reports, including appropriate training material for customers and support documentation for handover to, for example, the IMT Service Desk.

- To present and demonstrate work to customers.

- To develop and manage functional and user acceptance test plans.

- To follow the IMT Change Management and Release processes for deployment and maintenance of service components and applications.

- To install, configure, and upgrade BusinessObjects client and server software as required.

- To provide day-to-day administration and maintenance of the BusinessObjects platform, including usage auditing and performance monitoring.

Planning and Organisation

- To determine the needs of the LSE for projects involving business intelligence or integration, working with the BI and Integration Services Manager, the IMT Programme Office, and customers to develop requirements and specifications.

- To advise the BI and Integration Services Manager of the products and resources needed to meet the agreed operational plan and service specification.

- To determine the most effective design and configuration for BI solutions using BusinessObjects software and associated applications.
- Produce work plans to enable the realistic allocation of resources and to ensure that targets and project deadlines are achieved.
- Become familiar with relevant School IT-related procedures and policies (for example data protection).

Initiative and Problem Solving

- Resolve complex, technical, and sometimes new problems with the functionality of the BusinessObjects software and associated applications.
- To act as the focal point of expertise for BusinessObjects software, being able to resolve complex technical issues and develop innovative solutions to problems.
- To work proactively with IMT colleagues, and external partners and suppliers, to address and resolve support issues.

Investigation, Analysis and Research

- To maintain a high degree of expertise and to stay up to date with technical, industry, legislative, and other developments involving business intelligence applications and services.
- To advise the BI and Integration Services Manager on suitable products within the commercial market place to meet identified needs, to identify gaps that the commercial marketplace cannot fill, and to offer alternative solutions to a market approach as needed.
- To advise the BI and Integration Services Manager on the relevance and suitability of new and emerging technical and operational standards to IMT.
- To share knowledge and experience with peers in and outside of the academic community through regular attendance or presentations at relevant events and conferences.

Flexibility

To deliver services effectively, a degree of flexibility may be required in the duties performed in order to meet the exigencies of service. Job roles may also naturally develop over time and ongoing substantial changes to a role will be discussed between line managers and their staff, with job descriptions updated as and when appropriate.

Equity, Diversity and Inclusion (EDI)

LSE is committed to building a diverse, equitable and truly inclusive university. All posts (and post holders) will seek to ensure diversity and inclusion, while opposing all forms of unlawful and unfair discrimination on the grounds of age, disability, gender identity, marriage and civil partnership, pregnancy and maternity, race, nationality, ethnic or national origin, religion or belief, sex and sexual orientation, or social and economic background.

Ethics Code

Posts (and post holders) are assumed to have a responsibility to act in accordance with the School's Ethics Code and to promote the principles and values that the Code enshrines. The Ethics Code clearly states that the whole LSE community, including all staff, students, and governors of LSE, are expected to act in accordance with the principles which are set out in the Code. As such you are required to read and familiarise yourself with it. The School's Effective Behaviours Framework is designed to support this Code. It sets out examples for the six behaviours that all staff are expected to demonstrate, these can be found on the following link: click here

Environmental Sustainability
The post holder is required to minimise environmental impact in the performance of the role, and actively contribute to the delivery of the LSE Environmental Policy.