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BUSINESS ANALYST

JOB DESCRIPTION

COMPANY	ROSCOM Ltd	LOCATION	Derby
REPORTING TO	Professional Services Manager	JOB REF	Business Analyst

ROLE RESPONSIBILITIES

- Data analysis and reporting of findings to customer (Daily, Weekly, Monthly and project reporting.)
- Production of ad-hoc internal reports as required
- Carry out project management ensuring that services are delivered and being maintained as per the agreed SLA.
- Generating high quality and accurate internal and external specifications and documentation.
- Conducting face to face meetings and conference calls with customers.
- Conducting internal reviews of customer progress and targets.
- Ensuring correct delivery of all Roscom’s Managed Service commercial offerings.
- Travel as required (including overseas)
- Ensuring company procedures/communication methods/information storage are adhered to and updated as required
- Ensuring client expectations are met and SLA delivered, and actively identify improvements in customer service to enable client expectations to be exceeded.
- Maintaining the Customer service overview document & database with up to date and accurate information, to assist in planning, fault resolution and service continuity.
- Continually reviewing analysis reporting to improve their relevance and understanding to the customer.

SKILL SET AND QUALIFICATION REQUIREMENTS

- Qualifications and experience of Microsoft Excel and PowerPoint.
- English and Maths qualifications.
- Experience of Project Management
- Excellent analytical / diagnostic skills with data Analysis and report writing experience
- Prior customer facing, technical product support experience
- Knowledge of telecoms industry & terminology would be an advantage

BEHAVIOURAL TRAITS

Roscom expects all of its employees to be able to show positive behavioural traits in the following areas as well as being a committed user of our (MHR) People First implementation.

- Attitude in the workplace – including self-analysis, drive and motivation, a positive approach and professional awareness.
- Communication – including internal and external engagement, availability, use of English Language and use of any additional languages.
- Workplace engagement – including compliance to company process and policies.

CAREER PROGRESSION

Possible progression opportunities include:

- Senior Analyst SME (Subject Matter Expert) in one of the following areas – Baseline Controls, Fraud and Unbilled Revenues, Margin Assurance, Optimised Billing, Audit Support.
- Product Support Engineer
- Controls and Compliance Engineer
- Technical Sales Engineer
- Management positions