

Job Description

JOB DESCRIPTION			
Job Title:	Senior Data Analyst	Department:	Customer Support
Reports To:	Customer Support Manager (Data Team)	Direct Reports:	None
Location:	Lichfield (WFH)		
Company:	<p>Jaama is a fleet, leasing and rental management software and driver risk services company. As a certified Microsoft® development partner, Jaama uses the latest technology to provide customers with greater integration, control and automation. It brings innovative fleet management software and driver licence checking software to fleet operators, contract hire and leasing companies. Jaama is the first to combine fleet software and risk management services to help customers meet their driver health and safety responsibilities under occupational road safety regulations.</p>		
Function Overview:	<p>Reporting to the Head of Customer Support, the Customer Support Team consists of Customer Support Analysts, Data Analysts and Customer Support Managers. The Customer Support function is responsible for providing customer support to a high standard within defined service level agreements and quality standards.</p> <p>The Customer Support Team is responsible for managing customer tickets through to resolution, the management of regular service pack and project releases, as well as internal support management and early life cycle adoption.</p>		
Role Profile:	<p>As a Senior Data Analysts provide our valued customers with high quality technical support, advice and guidance relating to Jaama's comprehensive range of products and services. As a member of our growing Customer Support Team, you will be joining a highly motivated and dedicated support function who are willing to go that extra mile in order to ensure that the service standards Jaama's client base demands are met. Any potential candidates should aspire to do the same.</p> <p>As a Senior Data Analyst, a good understanding of technology and support management fundamentals are essential. However, communication, influencing and change management skills are crucial to ensuring a team ethic is strong throughout the customer experience. In addition, the Senior Data Analyst must have a strong background in investigating data issues and creating appropriate data scripts for Microsoft SQL Server.</p> <p>To become a vital member of the Customer Support Team, you will need to be a self-starter, willing to work hard, use your own initiative and contribute to the positive working culture.</p>		

Key Responsibilities

- Investigate and resolve data issues for internal and external customers.
- Knowledge of appropriate data-driven regulatory requirements, including Data Privacy and GDPR.
- Create and test SQL scripts to manipulate and analyse data on MS SQL Servers.
- Experience of MS SQL scripting, proposing, writing, and reviewing complex queries.
- Lead the planning and management of resources to deliver efficient technology and data solutions.
- Develop ad hoc solutions and datasets for end-users using system tools, databases, and scripts.
- Program and maintain reports, dashboards, data generators, and other end-user information resources.
- Monitor existing processes and provide recommendations for optimization.
- Dive deep into data and communicate findings to stakeholders through verbal, visual, and written media.
- Help design and evaluate A/B tests to improve customer journeys.
- Manage projects, including chargeable work and new customer data conversions/migrations.
- Manage/schedule workloads to meet deadlines.
- Contribute to internal team training and provide training to the wider company.

- Manage and maintain analytics KPIs.
- Use analytical data to future-proof the Customer Support function.
- Conduct Root Cause Analysis to prevent recurring data problems.
- Handle customer queries related to their data.
- Support the attainment of KPIs, OKRs, and SLAs.
- Contribute to Jaama's central knowledge base for standardising customer responses.
- Support configuration set up of new customers.
- Learn and assist in the transfer of Financial Work Orders from the Engineering Team to the Customer Support Data Team

Skills & Experience

Essential

- Strong proficiency in MS SQL Server and the ability to create, understand, and review complex SQL queries.
- Strong SQL infrastructure/administration skills.
- Familiarity with data-driven regulatory requirements like GDPR.
- Excellent IT skills, including experience of Microsoft Windows, Microsoft Office (Word, Excel, Access, PowerPoint and Visio) and good working knowledge of Microsoft SQL Server.
- Knowledge of basic hardware infrastructure (i.e. client, servers, virtual environments).
- A proven track record in providing excellent Customer Support.
- Excellent client-facing skills and experience to ensure relationships are kept strong.
- Experience in ticket management.
- Excellent verbal and written communication skills at all business levels.
- An exceptional ability to priorities, identify risks and act accordingly using initiative.
- The ability to work under pressure.
- Ability to work as part of a team and independently when required.

Desirable

- Worked within the fleet/leasing industry.
- Be familiar with fleet, leasing, rental software.
- Experience with customer support.
- Experience with Team Foundation Server (work item management).

Personal Attributes

You will be able to demonstrate the following attributes: initiative, resourcefulness and a passion for providing superior customer service along with established communication and technical skills. Diplomacy, composure, good judgement, the ability to quickly adapt to changing circumstances and the ability to build a rapport with customers is a key feature of this role.

- A strong focus on customer service and a passion for over delivering
- To act in a professional manner, representing the company in the best possible manner.
- To work to maintain and enhance the corporate standards within Jaama and contribute to raising Jaama's profile across our expanding client base.
- Professional, mature approach to career and personal development
- To show initiative and commitment to developing job and product knowledge.
- Excellent communication, interpersonal, and relationship-building skills.
- Self-starter / high initiative.
- Ability to adapt quickly to changing circumstances and work effectively under pressure.
- Ability to manage and support team members when required.

- Strong analytical mindset, capable of solving complex problems with attention to detail.
- A keen interest in technology and software systems.
- Strong understanding of the importance of processes and adherence to internal protocols

Benefits

- Hybrid working
- Competitive salary and performance-based bonuses.
- Health, dental, and vision insurance.
- Paid time off and holiday pay.
- Professional development opportunities.
- Employee discounts on company products/services.