Job Description – BI & Insights Analyst

Client Services Insight & Performance

Mission Objective

Support reporting, analytics and user-adoption activities to ensure operational continuity while enabling the internal team to dedicate more time to strategic initiatives.

Key Responsibilities

- Tableau dashboard maintenance and enhancements
- User support
- KPI documentation and reporting governance
- Data analysis and ad hoc insights production
- Investigation of data quality and reporting issues
- Business requirements gathering and stakeholder coordination
- Training material creation and user onboarding
- Contribution to data product evolution and testing

Required Skills

- Tableau Desktop
- SQL
- Strong analytical mindset
- Business reporting and KPI management
- Stakeholder management
- Documentation and communication skills
- Ability to work autonomously in an international environment

Nice to Have

- DBT experience
- Client Service analytics

Expected Profile

3–5 years of experience in BI, Reporting, Insights or Analytics roles. Someone capable of becoming operational quickly and interacting directly with business stakeholders.

Duration

Initial mission: 1 year