

Position Description

Position Title	Business Intelligence Support Analyst
Employment type	Permanent / Full Time
Pay Band	Band 3
Location	Mildura or Swan Hill
Direct Reports	Nil
Reports to	Team Leader Business Technology
Delegated Authority	G

Position Summary

The Business Intelligence Support Analyst is the first point of contact for technical assistance regarding business intelligence tool, Power BI, and data reporting.

This role supports end-users and technical teams, focusing on resolving immediate reporting and dashboard issues, ad-hoc data queries, and troubleshooting data quality issues. There is the ability for the incumbent to exercise discretion within standard technology processes and practices and in the implementation of any quality control measures.

Freedom to act is limited by standards and procedures established by the Technology Department provided these are within the parameters set by the Team Leader Business Technology.

This position requires the ability to gain cooperation and assistance from employees and vendors in the administration of activities and may require the preparation of routine reports and correspondence.

Key Responsibilities

The Business Intelligence Support Analyst will:

- Provide end user support as the first point of contact for business intelligence and data reporting, escalating to the ICT Data Analytics Administrator if required.
- Undertake technical troubleshooting activities through investigation and resolution of issues with reports and dashboards, such as failed data refreshes, data discrepancies, or access issues.
- Respond to ad-hoc data queries and provide support to internal stakeholders by



Vision:

A thriving future where water sustains people, nourishes land and enables prosperity



Purpose:

To realise the full value of water for healthy people and productive landscapes

Our Values:



Deliver



Grow



Respect



Collaborate



Safe Work Done Well

running SQL queries to extract data for immediate business needs.

- Maintaining documentation of BI systems, ensuring data dictionary accuracy, and managing user access.
- Design and develop SQL queries and reports/dashboards in analytics tools to support business decisions.
- Assist in modifying existing SQL queries, reports and dashboard layouts to improve usability.
- Support effective project management including through planning, executing, monitoring, and closing small projects, ensuring they are delivered on time, within budget, and according to scope.
- Enable effective change management by ensuring technical environments, data integrity, and security controls are managed, tested, and documented throughout development and implementation.
- Create user guides, training materials, and documentation for new processes or system changes.
- Provide back up support to the IT service desk during absences and business periods, including by providing technical support to resolve hardware, software, and network issues.

Skills and Experience

- Recognised tertiary qualification in technology, business information systems or equivalent work experience.
- Some experience as a business information analyst or in an equivalent role with strong technical knowledge of SQL, and database structures.
- Sound understanding of data modelling, schema designs, ETL and API management.
- Strong analytical and problem-solving skills, with attention to details.
- Ability to communicate and translate technical concepts into plain language for non-technical stakeholders.
- Ability to work collaboratively within a multi-disciplinary team to achieve organisational objectives.
- Proficient with Microsoft Windows, Office 365 suite, and basic network troubleshooting.
- A customer-focused mindset with the ability to remain professional during challenging situations.

Compliance Requirements

- Driver licence
- Criminal background check
- Confirmation of fitness for work



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Key Behaviours



Professionalism

Maintaining a positive attitude, being punctual and reliable, showing empathy and understanding in our interactions and respectful, and following workplace policies and procedures.



Integrity and honesty:

Being open and transparent when making decisions, giving honest and supported advice, exercising power in a fair and reasonable way and addressing unacceptable behaviours in the workplace.



Collaboration and cooperation:

Actively participating in teamwork, sharing ideas and working together towards shared goals and objectives.



Inclusivity and diversity:

Valuing and respecting diversity, treating everyone with fairness and equality, promoting an inclusive and welcoming environment.



Coaching others:

Assist, challenge and encourage others by sharing knowledge, skills and/or experience to help individuals improve performance and achieve goals.

Signatures:

We certify that the content of this position description is accurate.

Position Holder:

Signature:

Date:

General Manager:

Signature:

Date:

Managing Director:

Signature:

Date:



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