



JOB DESCRIPTION

Job Title: Data Support Analyst
Division: Finance & Resources
Department: IT
Reporting to: IT Programme Manager

Background

As the world's greatest museum of art and design, the V&A enriches people's lives by promoting the practice of design and increasing knowledge, understanding and enjoyment of the designed world.

This is an exciting time to join the V&A IT team. Technology is integral to the operation of the V&A and plays a fundamental role in enabling the Museum to achieve its strategic and creative objectives. The V&A IT team is responsible for supporting a wide range of technology, ensuring key technology services are delivered in line with business requirements.

Purpose of job

The role will be responsible primarily for the development of SQL reporting using a combination of tools including SQL Reporting Services (SSRS), SQL Service Integration Services (SSIS), Power BI and more. The key driver for this role is the V&A's Microsoft Dynamics CRM platform. Understanding and reporting against the data in that system is critical to the driving of foot traffic and revenues.

You will use your SQL knowledge to build report, transform data and integrate data with other systems. You will need to work also as a business analyst to capture requirements and translate those requirements into viable action plans. You will also need to understand how to migrate data from one system to another as the V&A is actively consolidating systems to provide more unified customer experiences and reporting capabilities.

Other areas of focus will be assisting with current manual data manipulation and finding more automated solutions for this. This will need an ability to interact with business users to get requirements and to convert them into technical solutions. You will work together with our DBA to find solutions to data reporting for many areas of the business but will work primarily with the IT and CRM teams.

In the longer term, you will receive training in Microsoft Dynamics CRM and take on greater responsibilities of data management and workflow development within that product.

Main tasks

- Transform and migrate data using T-SQL scripting, SSIS and other SQL tools
- Perform the role of Business Analyst to capture requirements, build use cases and prepare project justification documents
- To identify and resolve potential data integrity issues
- Present data from various systems in custom portals delivered via web, SharePoint or SSRS
- Create and maintain SSRS reports

- Develop PowerShell and other scripts for data gathering and manipulation
- Liaise with technical support departments, both internally and externally, in order to implement services and troubleshoot access issues
- Understand and comply with the IT organisation requirements, processes, procedures and policies

PERSON SPECIFICATION

Essential requirements

- SQL Server 2008-2016 development experience (including ETL using SSIS and SSRS)
- Experience integrating and manipulating data using SQL and other reporting tools
- Ability to demonstrate initiative and innovation and to complete projects effectively
- Good communication skills including an ability to explain concepts, ideas and technologies in a clear and understandable manner to technical and non-technical persons
- Ability to produce clear written material
- Strong analysis and decision-making skills

Desirable Requirements

- Experience developing PowerShell scripts for data collection and manipulation
- Use of Microsoft PowerBI to deliver data in an easy to read format
- Developing reports using Jet Enterprise (Jet Analytics) tools
- Data management in Microsoft Dynamics CRM
- Using Scribe Insight for data integration tasks
- PHP, Python, PowerShell, Java, Ruby
- Working knowledge of ITIL processes

V&A Standards

- Ensure that all activities are performed at a consistently high standard with minimal risk to the V&A, and that opportunities to improve services and processes are identified and actioned
- Be committed to health and safety and ensure familiarity with all of the Museum's health and safety policies and procedures
- Be security conscious, ensure familiarity and co-operation with all museum security procedures and ensure you wear a security pass at all times when on museum premises
- Promote equality and diversity in all aspects of your work by developing and maintaining positive working relationships, ensuring that colleagues are treated fairly and with respect/dignity and actively contributing to developments that support the museum's strategy for widening access, inclusion and diversity

OTHER INFORMATION

Hours/Salary

Net working hours (i.e. excluding meal breaks) are 36 per week.

The salary for this role will be between £40,000 and £45,000 depending upon the candidate's level of experience. Salaries are reviewed on an annual basis.

Annual Leave

28 days plus 8 days public holidays

Pension benefits

You will be auto enrolled into the Museum's Group Personal Pension Scheme and have the opportunity on completion of Probation to an enhanced pension provision, including an employer contribution of 10%.

Other benefits

Non-contributory life assurance policy (to value of 4 x annual salary)

An interest free season ticket or bicycle loan is available after three months.

Free entrance to all the major museums and exhibitions in London as well as many others.

Subsidised staff restaurant

Discounts on purchases in V&A shops

Application process:

Please apply online via the V&A's website at www.vam.ac.uk/jobs

If you are having technical difficulties applying online, please use the online chat functionality which can be found on the bottom right hand side of the form. Alternatively, you can contact **Vacancy Filler** directly on **01509 236434**, and quote the role reference number and your application number (if known). Please note, Vacancy Filler are contactable, Monday – Friday between 9.00am – 5.00pm.

If you have any queries regarding the role and/or the V&A's recruitment process, you can email us – contacthr@vam.ac.uk or telephone us on 020 7942 2937 (Working hours Monday – Friday 9.00am – 5.00pm).

Interview expenses will not be paid unless there is a prior agreement.