

Data Analyst

Summary of Position

Banner Quality Management Inc, (BQMI) is seeking a qualified candidate to fill a Data Analyst position on the PACE Contract located at the NASA John Glenn Research Center in Cleveland. The individual will work with an integrated team to provide customer assistance in all matters pertaining to IT services.

This position requires excellent organizational skills, customer service orientation, attention to detail, the highest level of accuracy, excellent analytical skills and strong verbal and written communication skills. One must have an ability to maintain confidentiality and multi-task.

Essential Duties & Responsibilities

- Review and test Enterprise system upgrades
- Organize and assist in special IT projects
- Assist in the approval and provisioning of defined workflow processing for IT elevated privileges
- Assist and track the onboarding of interns with related IT assets
- Report and analyze IT assets through an Enterprise system
- Support and generate incident tickets
- Support of configuration changes to IT assets
- Tier 1 help desk support
- Train users for report generation in the asset management system
- Develop, communicate, monitor and report on pre-international travel surveys
- Develop surveys for other projects as needed

Essential Skills

- Strong customer service skills
- IT skills related to collaboration
- Microsoft Office Suite, including strong Excel skills
- SharePoint
- Data Analytics

Preferred Skills

- ServiceNow experience is a plus
- Experience using Access is preferred

Personality or self-management skills:

- Self-motivated and able to organize/schedule workload of multiple concurrent assessment activities



- Must be able to communicate and work collaboratively with various customers and team members
- Willingness to keep skills current and quickly adapt to new technologies

Qualified candidates will have 1-3 years' experience and will possess a Bachelor's degree from an accredited college/university or equivalent experience in a relevant field. A combination of education, training, or certification that provides the requisite knowledge, skills, and abilities may be substituted for the degree.

To apply please submit a current resume and cover letter to:

Michelle Zuckerman
Human Resources Manager
21000 Brookpark Road, MS 142-1
Cleveland, Ohio 44135
mzuckerman@bqmi.com

EOE

Due to contract requirements, U.S. citizenship is required to obtain access to government facilities and systems.