SUMMARY OF POSITION

Banner Quality Management Inc. is seeking a Data and Reports Analyst to support the OCSS office at the NASA Glenn Research Center in Cleveland Ohio.   The successful candidate will be responsible for the day-to-day reporting of metrics and analysis required for operational and strategic decisions.

Essential Duties and Responsibilities

- ServiceNow Subject Matter Expert for data mining and analytics
- Provide visualization of data and analytics using multiple tools to create data driven solutions
- Maintain periodic reporting and analytics from ServiceNow ITSM Tool
- Leverage complex analytical tools to provide technical expertise in creating reports.
- Provide visualization of data and analytics for performance metrics.
- Provide periodic reports as required on a weekly, monthly, quarterly, yearly basis.
- Creation of dashboards within ServiceNow
- Respond to ad-hoc requests and provide timely insight into these potentially urgent data requests.
- Conceptualizing, developing and continuously optimizing analytical solution for operations and executive management to enable data driven decision making.
- Analyze results and make recommendations for stakeholders to communicate conclusions from complex analytical solutions to a wide range of audiences.
- Create and maintain tool user guides and educational materials for tools created

Essential skills:
- Proactivity, flexibility and solid verbal and written communication skills
- Strong organizational and time-management skills
- Ability to collaborate with multiple individuals within a team
- Strong skills in standard Microsoft Office Suite
- Data Analytics and SQL

Personality or self-management skills:
- Strong communication, written and verbal, analytical and problem-solving skills are a must.
- Candidate must have strong teamwork qualities with the ability to establish and maintain solid working relationships with peers, customers, and management.
- Looking for a self-starter with the ability to work independently as well as in a team environment.

EDUCATION/EXPERIENCE

- Bachelors or Master's degree in a directly related field.
- Experience in SharePoint and ServiceNow
- Experience working with SQL
- A combination of education, training, or certification that provides the requisite knowledge, skills, and abilities may be substituted for the degree.
- 2-5 years of experience supporting IT processes
- ITIL V4 certification is preferred.
- Experience with Tableau, Splunk or other dashboarding tools.
- Experience working in cybersecurity or IT security is preferred

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

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

BQMI is an equal opportunity employer. All applicants will be considered for employment without attention to race, color, religion, sex, sexual orientation, gender identity, national origin, veteran or disability status.

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