

# Business Intelligence Support Analyst

Mahon, Co. Cork



Avnet Client Solutions serves Ireland's top companies in the provision of software solutions and consultancy services covering the specialist areas of

- Application Development
- Business Intelligence
- Business Service Management
- SAP Services

The Business Intelligence division operates a BI Support Desk to offer all lines of support for our BI customers. All of our supported solutions are custom built. Technically, our solutions cover a range of technologies with SQL Server, Oracle, SAP Business Objects and Microstrategy being the predominant development platforms.

## Your responsibilities:

- Provide technical support services to our customers for delivered BI solutions
- Design, Development, Test, Deployment of BI Solution upgrades and bug fixes
- Operation of the company's Remedy IT Service Management System
- Generation of reports from Remedy to facilitate task management and monitoring of Service Level Agreements
- Non-technical skills are an important part of this role also.
- Strong communications skills are essential, in all its forms.

## Your profile:

We are looking for a BI Support Analyst / Developer for our Cork office. With a focus on 2nd and 3rd line support, the required skill-set includes development, database and systems analysis skills. While this role requires a third level qualification and ideally at least 6 months experience, the key requirements are enthusiasm for, and interest in, software engineering.

We are looking specifically for developers with experience in Oracle PL/SQL, SAP Business Objects or SQL Server, but experience in other development platforms would also be an advantage. Fluency in SQL queries are particularly important to the role.

## Logistics

This permanent position is based in the National Software Centre, Mahon, Cork.

To apply for this position, contact [joanne.oconnor@avnet.com](mailto:joanne.oconnor@avnet.com)