

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