



IT BUSINESS INTELLIGENCE ANALYST

(Payclass 11)

GOVERNANCE SUPPORT SERVICES

INFORMATION & COMMUNICATION TECHNOLOGY SERVICES

The University of Cape Town (UCT) has consistently been ranked as the No.1 public university in South Africa and in Africa and is currently placed in the top 1,4% of universities globally by the Centre for World University Rankings (CWUR) in their current 2023 Global 2000 list (<https://www.news.uct.ac.za/article/-2023-05-16-uct-ranks-in-top-14-of-universities-worldwide>).

The Business Intelligence Analyst is responsible for business intelligence, reporting, and analytics relevant to the University's ICT services and systems which inform strategy development, planning, decision making and service improvement undertaken by ICTS and University faculty/department IT managers. These areas are where the university needs to make use of system capability to ensure data integrity and to provide adequate process support in an environment of increasing volume and complexity, where the consequence of error is high.

The Business Intelligence Analyst will play a crucial role in analysing data and report writing to specifications, as well as providing recommendations to improve management information and reporting.

If you meet the requirements and are proactive, resourceful, motivated, and passionate about Business Intelligence Analysis, we'd love to hear from you.

A hybrid - remote working model is on offer with the majority of work conducted virtually. However, occasional, in-person engagements will be required onsite at the Cape Town-based offices - staff are liable for their travel/commute costs.

Key Performance Areas (KPA's) include:

- ICT Business Intelligence: analysing, designing and generating concise ICT BI reports, metrics, dashboards, business scorecards and data visualisations; conduct data modelling exercises; design and create prototype solutions in assisting managers to define requirements; implement best practice for BI in ICTS; maintain an in-depth understanding of underlying data, data structures, and multiple complex data sources; develop strategies alongside ICT Managers to deliver real-time data and dashboards to UCT stakeholders; recommend system configurations, rules and controls to ensure quality and integrity of data
- Service delivery – reporting and improvement
- Surveys and benchmarking

Requirements for the job:

- Relevant NQF Level 7 Qualification; PLUS at least 5 years' experience demonstrating excellent skills in qualitative and quantitative analytical and data literacy skills
- Advanced SQL query writing
- Proficiency in the Microsoft Office suite, including advanced Excel skills
- Strong analytical thinking and problem-solving skills
- Proficiency in information management
- Eliciting and specifying user requirements
- Proficiency in developing detailed ICT BI reports, metrics, dashboards, scorecards and data visualisations
- Understanding of relational database principles, data structures, logic and SQL-type queries
- Ability to use typical user-oriented report writing tools
- Experience in data modelling, process mapping, and system design concepts

The following are **advantageous** :

- Experience in South Africa's public Higher Education sector.
- Excellent communication (verbal & written) and interpersonal skills, with the ability to build relationships and interact effectively with diverse stakeholders of varying technical backgrounds.
- Good organising and time management skills with an ability to prioritise activities to meet deadlines.
- Good work ethic, the ability to work independently and collaboratively in a team.

The annual remuneration package, including benefits, is between R751755 and R884415 depending on experience and qualifications.

To apply, please e-mail the below documents in a **single PDF file** to: icts-jobs@uct.ac.za with subject line, "IT Business Intelligence Analyst":

- Application Form ([HR201 form](#))
- Cover letter
- Curriculum Vitae (CV) and
- Copies of your qualifications and relevant certifications

An application which does not comply with the above requirements will be regarded as incomplete.

Only shortlisted candidates will be contacted and may be required to undergo competency and pre-placement-medical assessments.

Telephone: 021 650 3012

Website: <https://uct.ac.za/staff/general-vacancies>

Reference number: E24711

Closing Date: 24 July 2024

UCT is a designated employer and is committed to the pursuit of excellence, diversity, and redress in achieving its equity targets in accordance with the Employment Equity Plan of the University and its Employment Equity goals and targets. Preference will be given to candidates from the under-represented designated groups. Our Employment Equity Policy is available at www.uct.ac.za/downloads/uct.ac.za/about/policies/eepolicy.pdf.

UCT reserves the right not to appoint.