



Enabling Excellence in Communication and Technology

Data Analyst

Location: Remote

EDCi provides infrastructure and contact center technology services and solutions to clients throughout the United States. Through our partnership and certifications with leading technology providers, our customers receive the highest quality of product and service the industry has to offer.

The Data Analyst will be responsible for analyzing, specifying, validating, and documenting past, current and future trends, within a variety of areas in the Customer Care Professional Services areas. The Data Analyst will work with the Customer Care team to understand any data needed in order to work with the customer in the Account Management or New Business Life Cycle. The Data Analyst will also be involved in all steps of a project lifecycle, providing statistics for the specific areas and workstreams within Customer Care Professional Services Organization.

At EDCi, we are more than just technologists. We are a team passionate about the work we do and a family dedicated to building on our strengths and improving our challenges both individually and collectively. Associates of EDCi have the opportunity to engage in dynamic projects, leveraging the latest technologies. Our partnerships provide a unique opportunity for associates to continue to develop their professional skills. The workstreams for the Analyst will be dynamic and they will have the opportunity to work in an environment that balances the importance of both family and work life. If you're an experienced analyst with a love for innovative technology, we want to talk to you!

When you join the EDCi team, you'll receive many perks, such as:

- Remote work from home
- Paid holidays, vacation and sick time
- Bring Your Own PC Policy
- Cell phone reimbursement
- Casual dress
- Funded training and certifications
- Health, dental & vision insurance
- 401K match

And much more!

RESPONSIBILITIES:

- Analyze, calculate and document/present recommendations for improvement in EDCi Customer data in all areas including but not limited to:
 - IVA data
 - Contact Center Statistics
 - AI/Bot Data/Statistics



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- Analyze, calculate and document/present recommendations for improvement in all for EDCi Customer Care including but not limited to:
 - Project Metrics
 - Support Agreement Metrics
 - Support Department Metrics
 - Resource Metrics
- Participate in all areas of process improvement including but not limited to:
 - Identifying project metrics based on deliverables
 - Report, analyze and document project and support agreement trending
 - Present future trending and projections for Customer Care
- The Data Analyst must have experience in all aspects of Customer Care. Among these aspects would be:
 - Analyzing data for IVA
 - Contact Center statistics such as Work Force Management
 - Standard Contact Center statistics used for managing Contact Centers such as Average Handle Time, Estimated Wait time etc.
- Work with Project Managers to identify, analyze, and report project statistics
- Work with Support Managers to identify, analyze, report support agreement statistics
- Work with the Director of Customer Care to identify, analyze, and report budgetary statistics
- Work with Account Managers to gather, analyze, and report statistics needed
- Work with customers and Engineers to identify reporting needs
- Work with customers and engineers to identify data sources to extract data to be used in reports
- Build processes to extract data so that reports can be generated based on said data
- Ability to administer workshops with the Business and IT teams
- Collaborate with Engineers, Project Managers and PSO Management
- Develop a strong understanding of the products that EDCi leverages in its product/services portfolio

ESSENTIAL SKILLS AND QUALIFICATIONS:

- 10+ years in Data Analyst role
- Experience with technologies such as:
 - SQL
 - Oracle
 - Non-relational database structure and systems
- Ability to formulate hypotheses, design tests, and use problem-solving techniques to drive to solutions for complex problems



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- Excellent executive level communication skills in all formats
- Experience in analyzing large/complex data sets
- General understanding of data warehousing
- Strong analytical, communication and problem-solving skills required
- Proven experience with business and technical requirements; analysis, elicitation, modeling, verification, and methodology development
- Experience learning and adapting to different data storage and data extraction technologies
- Excellent listening, interpersonal, written, and oral communication skills
- Logical and efficient, with keen attention to detail
- Excellent client service attitude and team focus