

Lawley

INSURANCE | EMPLOYEE BENEFITS

Technical Data Analyst

These are the *fundamental* components of the job:

- Administration of QlikView: adding/editing/disabling users; securing data and reports; software updates; troubleshooting technical issues
- Assist with supporting all current business applications including technical assistance to over 400 end users
- Support internal QlikView requests such as dashboards, reports, and training for end usersDevelop, validate, test, and implement dashboards and reports
- Work closely with Salesforce and Epic Administrators to ensure data consistency within systems
- Create and maintain documentation of QlikView reports and dashboards
- Optimize, maintain, and migrate dashboards and reports, locate and define process improvement opportunities
- Verify structure and quality of data to ensure report integrity and accuracy
- Work closely with Salesforce Admin and IT to troubleshoot data, review error logs, resolve connection issues
- Extract, transform, analyze data from multiple sources (QlikView, Salesforce, Epic, Excel, SQL)
- Collaborate with various teams; Accounting, Admin, Sales, Marketing, Benefits, IT, Personal and Commercial Lines
- Work with end users to gather specifications for data and report requirements and effectively translate end user reporting requirements into functional design
- Create data models including data transformation, generating QVDs, writing scripts
- Assist with Crystal Report development and troubleshooting
- Understand each position in the agency and the management systems or software used to support the position
- Understanding and/or working knowledge of critical software including Epic and Salesforce as well as any integration within those systems
- Support Epic version and maintenance upgrades by reviewing release notes and implementing necessary database changes within QlikView
- Support Salesforce and Epic configuration changes by implementing necessary database changes within QlikView
- Provide technical support for users, resolve specific Help Desk tickets assigned
- Assist with data quality initiatives and cleanup
- Attend monthly Salesforce Team Lead meetings
- Continue QlikView education including various certifications

Other *functions* of the job:

- Expand and grow in your role when supporting miscellaneous duties as requested

Skills / traits that we value for this role:

- Bachelor's degree in related field or equivalent experience
- 3-5 years proven experience as a BI Developer or Data Analyst
- Proven analytical and problem-solving abilities
- Strong understanding of databases/database relationships including SQL



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- Advanced MS Excel skills
- Epic, Salesforce and/or QlikView/QlikSense knowledge a plus
- Positive attitude, even in a fast-paced environment
- Ability to effectively multi-task, work quickly and efficiently
- Strong analytical and critical thinking to evaluate data from multiple sources
- Financial background or experience in Accounting or Accounting Information Systems desirable
- Precise verbal and written communication skills

A bit about Lawley!

- We are not a call center environment
- We achieve success by building genuine relationships together, with our teams and clients
- We are a family owned insurance broker (70+ years!)
- We are deeply committed to the communities we serve and love to get involved
- We work hard and play hard!!!

Why Lawley?

- Competitive salary and referral bonuses!
- Expansive Benefits (Medical, Dental, Vision—and SO many more)
- 3 weeks of PTO (prorated based on start date) AND a generous holiday schedule – available 1st day!
- Company 401K contribution received starting Day 1 (for participants 21+ years old)
- Educational support, career development, and growth opportunities
- Job Security (we've never had a lay-off, even during the pandemic)
- Flexibility, including hybrid schedules! Business hours 8am-4:30pm
- Comfortable, family-oriented culture, with an emphasis on work life balance
- Unlimited Volunteer Time Off opportunities (so you can assist in serving our communities)
- Fulfilling opportunities that align with your career path and our business needs

The compensation range for this position takes many factors into consideration including but not limited to: years of experience/training, skill set, and licenses/designations. It is not typical for an individual to be hired near the top of the range for a position as circumstances and location can vary in every hiring situation. A reasonable estimate of the current range is \$51,498.15 to \$85,830.25.

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