



Job Posting

Location: Kirkland, WA

Job Title: Technical Metrics & Reporting Analyst

Reports To: EVP – Broadband Operations

Type of Position:
Exempt, full-time

Salary:
DOE

Posting Period:
Until Filled

Purpose of Position:

To support the Technical Operation team in defining, implementing and reporting on key performance indicators and metrics including technician scorecard management, service level management, customer experience and other defined measurements related to key business deliverables and processes. The Technical Metrics & Reporting analyst will play a key role in the analysis & reporting of issues that affect key performance indicators including dashboards, metrics and meetings with key business deliverables and process owners.

The position will play a critical role in providing valuable day to day insight and guidance to the Technical Operations team. The successful candidate should be well versed in working with key performance indicator (KPIs) metrics and have extensive background in producing various levels of metrics and reporting.

Must be able to manage multiple tasks and projects simultaneously and own deliverables end to end. Must be able to work with minimal instruction and oversight, and be able to manage delivery of high quality outputs in a dynamic work environment with overlapping deadlines and tight time constraints. Must be extremely business/customer focused, having worked in a Service Delivery and Operations role before.

Responsibilities:

- Provide regular reporting for KPIs, operational metrics, scorecards, dashboards and other efforts
- Support ad hoc report and/or ad hoc strategic efforts/projects.
- Provide analysis of operational metrics - define, refine and/or report on key operational metrics.
- Support weekly, monthly, and quarterly business reviews covering financial and non-financial metrics, including performance against stated objectives.
- Provide reporting that is tailored to the needs and requirements of the audience.
- Participate in efforts to maintain quality, coverage and relevancy of reporting while streamlining and automating report creation process.

Qualifications:

- Extensive background in producing various levels of metrics and reporting.
- Skilled knowledge of operational metrics and reporting.
- Minimum of 3 years prior experience in a service delivery and/or business operations role.
- Skilled in various reporting tools / mechanisms as well as a quick aptitude for learning new tools.
- Excellent strategic and tactical business skills and a passion for using data to drive better decision making.

- Strong problem-solving skills, self-motivation and the capacity to work under pressure and tight deadlines.
- Self-Directed, technical and experienced in Business / Process / Reporting Analysis
- Strong communication skills, with the ability to clearly and concisely present issues, ideas and recommendations in verbal, written and presentation formats.
- Excellent interpersonal skills and the ability to articulate a story through the use of data.
- Strong communication, facilitation, prioritization and attention to detail skills.
- Proven skills at cultivating strong working relationships and working well within a team to learn and share knowledge.
- Inquisitive and self-starter by nature.
- Proficient in Excel and PowerPoint
- Bachelor's degree or equivalent related experience.

Diverse Workforce / EEO:

WaveDivision Holdings (WDH) recognizes and strongly supports the benefits of a diverse workforce, and strives to provide a culture that recognizes the unique contributions of each of our employees. WDH requires a drug test, background check, employment, and education verification as conditions of employment. WDH is an equal opportunity employer and will consider all qualified candidates regardless of race, color, religion, national origin, gender, age, marital status, veteran status, and the presence of a non-job related handicap or disability, or any other legally protected status.

To Apply:

Candidates may submit a cover letter and resume to hrmgr@wavebroadband.com