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# BRIGHTER STARTS HERE

JOIN OUR IT TEAM AND HELP CREATE  
A LOW CARBON, SUSTAINABLE FUTURE.

APPLY NOW



At ESB, data sits in the centre of our business, providing insights to support better business decisions. The Data Analytics team is an award-winning group of highly motivated and highly skilled professionals, working to support data-informed decision-making right across the ESB organisation. We work in a collaborative, agile way, interpreting data sets from our financial, operational, network and customer systems.

We are looking for data scientists, data engineers and data analysts to join our growing data analytics team. If you are passionate about data and analytics and want to be part of ESB's Brighter future strategy, leading the transition to reliable, affordable, low carbon energy, we'd love you to hear from you.

## Data Analyst

Working within the Customer Solutions Analytics team within CIO, you will be part of a highly motivated and skilled team of data professionals working to achieve maximum value for our customers and all our investments across a range of technologies.

The successful candidate will support the different business streams within Enterprise Services as a data and business intelligence specialist. The work will involve collaboration with the Analytics Hub teams as well as engagement with key business stakeholders to gather data from a variety of sources. They will use analytics to interpret and gain insights into the data which will support decision making within the business, increase efficiencies across the business and assist them in meeting their strategic objectives as part of our Brighter Future strategy

## Key Responsibilities

- Gather and analyse data, identify trends relating to business performance, customer intelligence and make recommendations for improvements based on this analysis.
- Work with various business units to manage the development of customer segmentation dashboards, modelling and predictive analytics using core operational systems, non-system segment insights, campaign feedback and where required third party data.
- Work with key stakeholders to determine analytical requirements and design solutions.
- Identify actionable insights that influence the direction of the business towards its overall strategic objectives based on data and facts.
- Work closely with key stakeholders across the business including Operations, Sales, Marketing, Finance and Pricing in order to determine Business Intelligence requirements and design solutions.
- Develop business metrics, reporting dashboards, with built in alert thresholds that support self-serve reporting for various business units.
- Respond rapidly to business needs by providing ad-hoc analysis, support and recommendations.

## Knowledge, Skills and Experience

### Essential

- A minimum of 4 years relevant experience
- A good understanding of Analytics Tools, databases and their capabilities.
- Experience in designing and developing data visualisations through Power BI or Tableau etc.
- Experience with the full range of activities within the Analytics Team, including S/4Hana, Hana Studio, Analysis for Office, Business Warehouse, SharePoint and Excel.
- Some previous experience working with data to solve business problems.
- Experience of Data Mining of complex datasets, using SQL, R, SPSS, Python etc.
- Excellent communication and reporting skills.
- Problem solver, logical thinker in gathering and analysing data.
- Excellent Interpersonal communication and organisational skills required.
- Proven self-starter with ability to work on own initiative.
- Ideas-driven and creative in finding solutions/ designing improved methods, systems and processes.

### Desirable

- Any exposure to Data Science initiatives.

Above all, you must be innovative in your approach and be able to demonstrate your ability to actively contribute to a team that delivers results.

## Qualifications

### Essential

- A third level qualification in Computer Science / Statistics / Maths or Data Analytics or equivalent work experience is essential

### Desirable

- Any data specific qualifications or business experience are a distinct advantage.

## Reporting to

- The successful candidate will report to the Customer Solutions Analytics Manager, Analytics, CIO.

## Location

**Base Location:** Fitzwilliam 27, ESB's new Head Office, Dublin (Smart/Remote Working suitable)

ESB is committed to offering flexibility in ways of working and we call that **Smart Working** – combining digital tools with a culture of trust and empowerment to enable flexible and remote ways of working.

The successful candidate may combine remote / smart working within the jurisdiction (Republic of Ireland), with attendance at base for in-person collaboration, the frequency of which is agreed with the manager and subject to ongoing review.

## Further Information

Further information on all our current Digital/Technology/IT related roles, including full job descriptions and information on our Smart Working as well as our new state of the art Head Office Fitzwilliam 27, visit [www.esb.ie/careers](http://www.esb.ie/careers)

In return, we offer excellent career enhancing opportunities where our people can thrive in a fast paced, agile environment by giving them the tools, flexibility and autonomy to deliver on our purpose: leading the transition to a secure, affordable, low-carbon energy future for our customers and communities.

We pride ourselves in the mentoring, training and development offered to staff, as well as our competitive and attractive rewards and benefits package.

We are also offering a once-in-a-generation opportunity to empower our people to work smarter, enjoy the benefits of an inclusive, flexible working culture and significantly reduce carbon emissions through remote and hybrid working.

## Closing Date

Closing date for applications is Monday 18<sup>th</sup> October 2021.

If you have any queries in relation to this job, please contact [recruitment@esb.ie](mailto:recruitment@esb.ie)

## Apply Now

To apply for the **Data Analyst** and other Data & Analytics roles, click on the link below:

<https://career2.successfactors.eu/sfcareer/jobreqcareer?jobId=7321&company=electric02>