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## Position Description

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Vacancy Title: **Business Analyst - IT v (1.00) [Suva]**

Location: **Suva**

Reports To: **General Manager - Operations (Fiji) (v 1.00)**

### Objective

Centrecom is seeking a highly analytical and detail-oriented Business Analyst – Data Analysis & Reporting to support operational performance, business intelligence, client reporting, and strategic decision-making across the organization. The role is responsible for collecting, analyzing, interpreting, and presenting operational and business data from multiple platforms including contact centre systems, workforce management tools, CRM platforms, and business applications. The successful candidate will develop dashboards, reports, insights, and recommendations that improve operational efficiency, client performance, and business outcomes. The ideal candidate should have strong analytical skills, experience working with large datasets, reporting tools, and business intelligence platforms, with the ability to translate complex data into meaningful operational insights.

### Outcomes

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#### Capital Stakeholders (Owners)

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##### 1. Data Analysis & Reporting

- Collect, validate, analyze, and interpret data from multiple operational and business systems
- Develop daily, weekly, monthly, and ad-hoc operational and client reports
- Create dashboards and visualizations for operational performance monitoring
- Analyze trends, KPIs, and operational metrics to identify improvement opportunities
- Provide data-driven recommendations to management and operational teams
- Ensure data accuracy, consistency, and integrity across reporting platforms
- Support business reviews, client meetings, and executive reporting requirements

#### Organisational Stakeholders

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##### 1. Operational & Business Support

- Work closely with Operations, Workforce Management, IT, Finance, and Client Services teams
- Support forecasting, capacity planning, and operational performance analysis
- Assist in identifying operational risks, trends, and process improvement opportunities
- Participate in business optimization and automation initiatives
- Support root cause analysis and incident reporting where required

##### 2. Data Governance & Compliance

- Maintain confidentiality and security of operational and client data
- Ensure compliance with company policies, data protection requirements, and reporting standards
- Support audit and compliance reporting requirements where applicable
- Maintain proper documentation of reporting processes and data sources

#### Product's Stakeholders

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##### 1. Business Intelligence & Dashboard Development

- Build and maintain dashboards using tools such as Power BI, Tableau, Excel, or similar BI platforms
- Integrate data from multiple telephony, CRM, workforce management, and operational systems
- Develop automated reporting processes to improve reporting efficiency
- Monitor key operational KPIs including:
  - SLA
  - AHT
  - Calls Offered
  - Calls Answered
  - Productivity
  - Occupancy
  - Attendance & Adherence
  - Quality Metrics
  - Client-specific KPIs

##### 2. Continuous Improvement

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- Identify opportunities to improve reporting processes and operational visibility
- Recommend enhancements to dashboards, KPIs, and analytics capabilities
- Stay updated with emerging reporting tools, analytics technologies, and industry best practices

## Responsibilities - Key Competencies

Competence	Description
<b>Business</b>	
Risk Management	Analyse and manage risk.
<b>Customer</b>	
Quality Focus	Deliver quality.
<b>People</b>	
Problem Solving	Develop practical solutions to a situation.

## Qualifications

Qualification	Discipline	Notes
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## Work Knowledge and Experience

Key Skills & Competencies • Strong analytical and problem-solving skills • Advanced Microsoft Excel skills • Experience with Power BI, Tableau, or other BI/reporting tools • Strong understanding of data analysis and visualization principles • Excellent attention to detail and data accuracy • Ability to work with large datasets and multiple systems • Good communication and presentation skills • Ability to translate technical data into business insights • Time management and ability to manage multiple priorities • Strong stakeholder engagement and collaboration skills

Technical Requirements Experience with some or all of the following is preferred: • Power BI • SQL • Excel Advanced Functions & Pivot Tables • Data Visualization Tools • CRM Platforms • Contact Centre Platforms (e.g., Talkdesk, RingCentral, Genesys, Zendesk, Amazon Connect, 3CX) • Workforce Management Systems • Reporting Automation Tools • API/Data Integration concepts

Qualifications & Experience • Bachelor's Degree in Information Technology, Business Analytics, Computer Science, Statistics, Data Science, or related field • 2–5 years' experience in data analysis, reporting, business intelligence, or operational analytics • Experience within BPO, contact centre, or operational environments preferred • Experience working with multi-platform operational data is an advantage

## Requirements

### Language Proficiency

Fluency in both written and spoken English  
Must have excellent written and oral skills.

### Regulatory Compliance Requirements

Fluency in both written and spoken English.  
Strong organization skills with a problem-solving attitude.. Excellent written and verbal communication skills.. Attention to detail.  
Excellent interpersonal skills and team building skills.. Bookkeeping skills.. Analytical, problem-solving, and decision making skills..  
Effective verbal and communication skills.. Attention to detail and high level of accuracy.. Very effective organizati

## Other Required Requirements

No other required items found.

## Interactions

Type	Interaction	Comments
No interactions found.		

## Attributes

### Behavioural Styles

Accountable	Assumes full responsibility for own actions and identifies with the success or failure of own part of the overall work/goal.
Detail oriented	Attends to the small elements of a task/activity, ensuring completeness and accuracy.
Experimenter	Tries out new procedures, ideas or activities.
Integrity	Adherence to moral and ethical principles; soundness of moral character; honesty.
Punctuality	Completes a required task or fulfills an obligation before or at a previously designated time
Reliable	Is able to be trusted to do what is expected or has been promised, puts in a great amount of effort believing in the value of work.

### Interpersonal Styles

Objective	Impartial and honest in dealings with others, eliminating own feelings and view to reach a balanced judgement.
Realistic	Shows concern for facts and reality, rejecting the impractical.
Team Oriented	Enjoys being with others as part of a group or team.
Trusting	Places confidence in others without misgivings, relying on their ability, character, and truthfulness.

#### Thinking Styles

Analytic	Able to separate things into their constituent elements in order to study or examine them, draw conclusions, or solve problems.
Challenger	Queries, tests information/beliefs and provokes thought.
Decisive	Reaches conclusions, promptly and firmly.
Holistic thinker	Considers issues/situations as a whole rather than analysing or dissecting the parts.
Intuitive	Makes mental leaps without going through a rational thought process. Apparent ability to acquire knowledge without a clear inference or the use of reason.
Well organised	Controls tasks in a well thought out and critical manner.

#### How To Apply

For more details and to apply for the vacancy, scan the QR Code or refer to the link below:

#### Contact for Enquiries

Contact Name: Mavnish Kumar

Contact Email: [Mavnish.Kumar@centrecom.com.fj](mailto:Mavnish.Kumar@centrecom.com.fj)

Further Contact Information: --

**Closing Date: 19 Jun 2026**