

## Reporting & Data Analytics Expert

**Service line:** Services Group + Process COE

– Services Delivery Management – Global Service Management (GSM) – Service Reporting

**Reports to:** Service Reporting Management Leader / Global Processes & Standards Manager

### JOB DESCRIPTION:

- Reporting & Data Analytics support for all Global Service Delivery Management related topics
- Planning and set up of new Reporting strategy together with DN Service BI community
- KPI definition & standardization, including KPI factsheet documentation
- Piloting new and improvement of existing global MS customer reports based on company's ERP and BI systems
- Assistance in measuring performance, increasing efficiencies, and tracking global key initiatives
- Solving requirements from special/ad-hoc projects and requests
- Be able to work with all levels of Diebold Nixdorf management as well as Managed Service customers

### QUALIFICATION REQUIREMENTS:

- A university degree, preferably with a focus on IT, Data Science or Math; alternatively equivalent practical experience
- Strong analytical, problem solving and communication skills
- Strong ITIL process knowhow (especially for DN Managed Services)
- Advanced IT skills, especially in default data analytics/ data processing tools
- Experience with SAP Business Objects and Oracle BI is a plus
- The working language is English; good knowledge of any other major EMEA language (i.e. German) would be an advantage
- Out-of-the-box thinking and agile mindset make life easier in this position

**APPLY NOW**

Minimum basic wage component (gross): 1100 EUR/month