

## Management Information Systems (MIS) Analyst

<b>Title:</b>	MIS Analyst
<b>Location:</b>	Dublin
<b>Employee Status:</b>	Full Time, Permanent
<b>Salary:</b>	Competitive
<b>Experience Required:</b>	3 years minimum in a consultative, lead, role in advising Companies on the system requirements and rolling out new systems based on best practice methodologies.

Founded in Dublin in 2010, iCabbi provides taxi companies with the tools they need to compete in today's fast-paced world. Our taxi dispatch software powers over 750,000 rides every day in Ireland, the UK, Finland, the USA, and Canada - and we're currently expanding into a number of new markets. iCabbi's vision is to put taxi companies at the centre of mobility. We support this in three key ways: by building the world's best taxi dispatch system; delivering a marketplace for open innovation and creating new enterprise models to transform the taxi industry.

We recruit people who are **S**ound, **P**articipate with passion and purpose, who are **A**mbitious for our customers and themselves, are **R**esourceful and use **K**inetic energy to spark ideas and put them into motion! Have you got **SPARK**?

### Role:

The Management information systems (MIS) Analyst role is a new position within iCabbi designed to improve the flow of information within an organization through technology. He/she will apply strong analytical skills, intuitive thinking, and digital expertise to carefully examine how iCabbi can leverage the use of systems, data and workflows to optimise Company and departmental performance. They will streamline the number of current systems and ensure that they are designed and operated to improve data flow inside and outside the Organisation

### Responsibilities

- Develop & implement an MIS plan to meet the Company data and workflow needs outlining the supporting systems to be used.
- Develop budgets for equipment, software, and other technical tools according to the organisation's strategic goals.
- Lead cross-functional projects & meetings to define end-to-end business workflows and the implementation of the systems to meet these needs.
- Analyse business information to identify process improvements for increasing business efficiency and effectiveness
- Provide support and maintenance to existing management information systems (MIS).
- Anticipate information requirements, evaluate business processes, and uncover areas for improving information sharing
- Generate and distribute management reports in accurate and timely manner.
- Develops MIS documentation to allow for smooth operations and easy system maintenance.
- Provide recommendations to update current MIS to improve reporting efficiency and consistency.
- Perform data analysis for generating reports on periodic basis.
- Develop MIS system for customer management and internal communication.
- Provide strong reporting and analytical information support to management team.
- Generate both periodic and ad hoc reports as needed.
- Understand customer problems and provide appropriate technical solutions.

- Work closely with the Compliance team to ensure data security requirements are incorporated into the MIS plans and implemented accordingly.
- Provide information in relation to systems to the Compliance team in RCI / Renault.
- Provide support and assistance in issue troubleshooting and resolution.
- Be responsible for data migration across systems

#### What will you bring to us?

- Strong understanding of how organizations share, store, search for, and analyse data is critical to this role
- Track record of business process improvement with the ability to perform root cause analysis to create more effective information processes
- Data analytics experience with the ability to interpret data, statistics and reports to identify areas of performance improvement.
- Previous experience in data migration across systems.
- Possess data modelling capability knowing how to integrate data from multiple sources according to standards and best practices
- Programming skills such as Java, Javascript, SQL, and Python
- Good interpersonal skills able to interact with & influence all levels within the Company in order to identify needs, win over support and ensure compliance towards the implementation and ongoing usage of the technology solutions and process improvements
- Writing skills – MIS analysts research, prepare, and write a variety of complex reports and analysis
- Experience of multiple systems such as Hubspot, Zendesk would be desirable

#### What will we give to you?

- Opportunity to gain experience and knowledge in a unique industry
- Further education and training to enhance your skillset
- We empower you to make your own career by working with some of our leading clients and forging new relationships with colleagues and customers
- A team of highly experienced technology and development professionals to work with and support you.
- A leadership team who have a worthwhile mission and who excel at that mission.
- A chance to work with one of the market leaders in the Taxi Industry, currently disrupting a market and leading change within Mobility
- A company that is going from strength to strength with significant growth plans that we are achieving.