

MIS Analyst Job Description

Duties and Responsibilities:

- Carry out analysis and assessment on the organization/clients existing software and database management systems, and information technology need to identify the shortcomings and proffer solutions to meet clients' needs within time and cost constraints
- Responsible for the design and development of software and computer systems to meet the project needs within time and cost constraints
- Responsible for developing e-Commerce, database driven web sites, or other technology-driven solutions to improve the organization/clients processes using Windows and Java technologies
- Resolve end user hardware and software issues in a timely and professional manner
- Responsible for the development and maintenance of documentation and metrics to improve operational efficiency
- Carry out research and evaluate new technologies that can improve existing services
- Work together with other members of the MIS team to cross-train and provide backup to other team members
- Appraise and write software and database business systems analysis report on a framework, as well as update user knowledge for developed systems
- Perform system monitoring and analysis, and performance tuning to track system performance
- Responsible for troubleshooting system hardware, software, networks, and operating systems
- Develop system access criteria, monitor, and control all system access; and implement security controls to secure computer system and ensure data integrity
- Provide IT support to the user community by interfacing with them.

MIS Analyst Requirements – Skills, Knowledge, and Abilities

- **Education:** To work as an MIS analyst, applicants require a minimum of Bachelor's degree in MIS, ISM, or Operations Research; Business Computer Science, Management Information Systems, or a field related to the employer's industry. However, an MBA or Master's degree is a plus to the applicant
- **Knowledge:** It is important that applicants have practical experience in business analytics or intelligence. They also require a working knowledge of a variety of data analysis techniques, including clustering, factor analysis, and logistic regression; data/text mining, decision trees, etc.
- **The MIS analyst job requires that they undertake research to solve business problems,** so it is vital that applicants can manipulate and extract insights from large and complex datasets, and are proficient with SQL and tableau. It is also vital that they are comfortable with financial analysis in order to successfully perform some aspects of their job
- **Computer skills:** To succeed as an MIS analyst, applicants must be proficient with Microsoft Tools, including Excel and PowerPoint, and also possess advanced computer skills for data extraction, manipulation, and analysis. Having a practical experience with Apache Hive, SAS, and Python; R, Data Warehousing, and BPR is a plus
- **Problem-solving skills:** To perform their job successfully, the MIS analyst must be curious individuals with analytical abilities to examine the current processes of an organization and come up with creative ways of solving them
- **Communication skills:** Their job requires that they communicate gaps to management or clients, as well as train staff on how to use new or revised systems implemented. So it is crucial that applicants are excellent communicators who can clarify expectations and drive alignment
- **Collaborative skills:** It is also important that applicants have the ability to work together with different teams across the organization with a commitment to deadlines and deliverables.