

# Insights Analyst

## POSITION DETAILS

**Department / Team:** Information Management and Technology / Corporate

**Reports to (title):** Manager, Data and Reporting Services

**# Direct Reports:** 0

**# Indirect Reports:** 0

**Location:** Brisbane

**Salary Banding:** A06

## THE CROSS RIVER RAIL PROJECT

Cross River Rail will transform the way we travel to, from and through Brisbane in the future. It is a catalyst for wider rail transformation underway across the South East Queensland and it is already playing a key role in how we prepare for the 2032 Olympic and Paralympic Games.

Cross River Rail is a new 10.2km rail line including 5.9km of twin tunnels running under the Brisbane River and CBD, with four new underground stations at Boggo Road, Woolloongabba, Albert Street and Roma Street. The Cross River Rail Delivery Authority is also tasked with multiple supporting projects and activities, including accessibility rebuilds for eight surface stations, construction of three new stations on the Gold Coast, upgrades for stabling yards, track works and surface rail enhancements, and the introduction of a new world-class digital train signalling system.

Further Information: [www.crossriversrail.qld.gov.au](http://www.crossriversrail.qld.gov.au)

## OUR VALUES AND BEHAVIOURS



### WE COLLABORATE

- We treat each other with respect and speak up when this doesn't happen.
- We share information to help everyone be successful.
- We have honest conversations, no agendas or surprise.
- We are curious, asking questions to understand.
- We work through issues together and help each other.



### WE INNOVATE

- We are inclusive, listening to and encouraging differing views.
- We challenge and push the boundaries.
- We apply and share our knowledge to do better.
- We seize our opportunity to set new standards and benchmarks.



### WE DELIVER

- We act safely at all times.
- We do what we say we will do and when we will do it.
- We understand our individual role and how it fits into the project's success.
- We take responsibility for our work and speak up when we need help.
- We are committed to continuous development and take every opportunity to review, learn and improve the way in which we are delivering the project, learn improve.

## ROLE OVERVIEW

The Insights Analyst sits within the Data and Analytics team at the Cross River Rail Delivery Authority (Delivery Authority). The position reports to the Manager, Data and Analytics and works alongside a Data Analyst, and two Data Engineers.

The Data and Reporting Services team plays a pivotal role in shaping the Delivery Authority's data strategy and analytics capabilities and is responsible for database management, data analytics, Power BI reporting, dashboard development, data governance and compliance for internal clients.

The Insights Analyst is a crucial role responsible for providing ongoing support, maintenance, and enhancement of data platforms, as well as delivering valuable insights through the creation and maintenance of dashboards and reports. The incumbent will play a pivotal role in ensuring the stability and usability of data platforms while proactively identifying stakeholder needs and translating them into actionable visualisations. This role requires a combination of technical expertise, analytical thinking, and effective communication skills to drive informed decision-making across the Cross River Rail project.

## KEY RESPONSIBILITIES

- Provide continuous support and maintenance for the data platforms, including monitoring data quality, addressing data-related issues, and ensuring the availability of accurate and up-to-date information.
- Collaborate with stakeholders to identify and understand their reporting and analytical requirements, ensuring alignment with business goals.
- Design, develop, and deploy interactive dashboards and reports using Power BI to provide insightful visualisations that support data-driven decision-making.
- Utilise advanced data analysis techniques to extract meaningful insights from complex datasets, helping stakeholders understand trends, patterns, and opportunities.
- Implement data validation and quality checks to ensure the accuracy, completeness, and reliability of data used in reporting and analytics.
- Maintain clear and comprehensive documentation of data sources, report specifications, and data transformations to ensure knowledge sharing and consistency.
- Work closely with IT resources, Data Analysts and Data Engineers to ensure data availability, integrity, integration, and to troubleshoot and resolve technical issues.
- Identify opportunities to enhance existing reports, dashboards, and data platforms, making recommendations for improvements and efficiencies.
- Provide training and support to end-users on how to effectively utilise dashboards, reports, and data platforms for decision-making.

## KEY COMPETENCIES

The successful candidate will be able to demonstrate the following key competencies:

- Bachelor's degree in Data Science, Business Analytics, Information Technology, or a related field would be advantageous.
- Proven experience (3+ years) in data analysis, dashboard development, and business intelligence.
- Strong analytical and problem-solving skills, with the ability to translate business requirements into actionable insights.
- Proficiency in Power BI, including strong DAX (Data Analysis Expressions) skills for creating measures, calculated columns, and time intelligence calculations. Experience working with Azure SQL Database and Azure Databricks for querying and managing large datasets.