Power BI Data Analyst

Description

Excel Nearshore is looking for a **Power BI Data Analyst**, to support data visualization and analytics within our client's Power BI Cloud platform, focusing on dashboards, reports, and insights from sources like Oracle EBS, Salesforce, and Hyperion. This role ensures actionable, compliant analytics in a MedTech environment, addressing inconsistencies with OBIEE/Hyperion and enabling data-driven decisions for neuro/sensory operations. Under senior guidance, you'll integrate L1/L2 support duties into the team, collaborate with BI and financial teams, contribute to automations/AI. This is a fully remote and full-time position from Costa Rica, in payroll with benefits.

Responsibilities

- Collaborate with business leaders & management teams to understand their data/reporting needs. Strong data modelling techniques are required.
- Supporting self-service reporting & resolving data/reporting issues promptly to maintain a stable BI environment.
- Communicate progress, milestones, challenges & escalate issues as needed.
- Assist with Power BI tasks: Develop and maintain semantic models, reports, dashboards, and paginated visuals using Power Query, DAX, and Power BI Service.
- Fair understanding of Power automate flows is needed.
- Hands on experience with report & workspace permissioning & RLS.
- Hands-on with writing DAX calculations to calculate, aggregate, append, consolidate & blend data from multiple sources.
- Automate, monitor & ensure time-critical reporting needs are delivered to business groups in the first half of GMT business hours.
- Handle integrated L1/L2 support: Triage and resolve Power BI-related tickets (data refresh errors, visualization issues, access problems) during business hours; escalate P1 incidents impacting analytics or compliance.
- Support analytics processes: Gather requirements, build/test models for key areas (sales forecasting, inventory trends, financial KPIs), and ensure integrations with EBS (via OBIEE feeds), Salesforce, Hyperion, and third-party tools (Adaptive).
- Conduct basic root cause analysis (RCA) for issues, implement fixes under guidance, and optimize performance (query tuning) in MedTech contexts.
- Enforce compliance and security: Apply row-level security (RLS), data masking, and audit logs aligned with ISO 27001, HIPAA/GDPR, and FDA guidelines for MedTech analytics.
- Contribute to automations and AIOPS: Assist in AI enhancements to support year-over-year cost reductions and innovation initiatives.
- Collaborate with POD teams (OBIEE, Hyperion, Salesforce) on cross-tool issues; participate in QBRs by preparing trend data (MedTech BI adoption for operational insights).
- Maintain documentation for datasets, reports, and changes; participate in Change Advisory Board (CAB) reviews, user training, and facilitate knowledge transfer sessions for ramp-down continuity.

Hiring organization
Excel Nearshore

Employment Type
Full-time

Beginning of employment
ASAP

Duration of employment
Indefinite

Industry
MedTech

Job Location
Costa Rica
Remote work from: Costa Rica

Date posted
January 22, 2026

- Support transitions: Aid in testing during updates and knowledge sharing with OBIEE/Hyperion for unified BI.

Success Metrics

- Achieve 98% dashboard availability and data accuracy SLAs, measured monthly via Power BI logs, supporting MedTech operational decisions.
- Resolve 90% of assigned tickets within SLA (P4 in 8 hours), reducing MTTR by 15% YoY through RCAs and automations.
- Complete 100% of compliance checks (ISO 27001/HIPAA) with zero findings in BI areas.
- Contribute to 10% BI automations (e.g., AI visuals) annually, aiding cost reductions and reviewed in fund reports.
- Earn CSAT >4.2/5 on tickets/QBRs, with growth in independent handling (50% solo by month 6) and effective KT.

Qualifications

- 3-6 years of experience with Power BI in Cloud environments, including data modeling, DAX, Power Query, and Service features (workspaces, gateways).
- Understanding of BI flows, including integrations with ERP (EBS), CRM (Salesforce), and EPM (Hyperion) in regulated industries like healthcare/MedTech.
- Proficiency in visualization tools (custom visuals, paginated reports), troubleshooting, and basic performance optimization.
- Self-starter with a proactive mindset & a commitment to delivering results.
- Familiarity with ITIL basics (incident, change management) and ITSM tools for ticket handling.
- Awareness of healthcare standards (PHI security, FDA reporting) and ISO 27001 controls (RLS in BI data).
- Strong analytical and communication skills; ability to document clearly and seek guidance proactively, focusing on impacts.
- Bachelor's degree in Data Science, IT, or related field.

Preferred Qualifications

- Microsoft Certified: Power BI Data Analyst Associate or certification.
- ITIL Foundation certification.

Contacts
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