Data Analyst, Customer Success

About the job:

One of the Boston area's fastest growing technology companies, Jobcase is the only social media site dedicated to empowering the world's workforce. Jobcase is a social media platform that connects our 90 million+ members to each other and potential employers.

The Customer Success team at Jobcase is responsible for the success and delight of our customers. The Data Analyst provides analytics leadership by understanding key customer goals and providing research and analytics to exceed those expectations. The Analyst will provide the “data backbone” for the Customer Success team by ensuring we answer questions and provide direction with the confidence of Jobcase’s 50+ million users’ actions backing it up.

This is a client-focused role, so the right candidate has a passion for delivering high-quality solutions to customer problems, enjoys understanding both the business and technical worlds and acting as a translator, and has excellent written and interpersonal communications skills.

What you’ll be doing here:

- Constantly fuel new ways to use our growing dataset to deliver valuable customer insights, as well as open up new markets and opportunities with innovative data analysis
- Create data visualizations that ensure all our customers understand the impact that our network can have on their key objectives
- Drive a deeper customer and business understanding of how we analyze and present data
- Create prototypes of new data and features for a wide variety of audiences, which include: customers, product managers, engineers and executives
- Collaborate with Product Management, Engineering, Sales and Business Development to define and drive new crucial product features for customers
- Assist with troubleshooting technical investigations that cut across the Jobcase platform
- Drive data and visualizations portions of customer proposals and deliverables
- Help translate data into visualizations that both quickly inform and impress

About you and your skills:

- Bachelor’s or Master’s degree required with strong academic credentials in Mathematics, Economics, Engineering, Computer Science, or Marketing
- Strong SQL and Excel skills are requirements
- 2+ years of experience in data analysis and visualization tools (Tableau, etc.)
- Online marketing analytics, predictive analytics, or machine learning experience preferred
- Experience in a customer-focused role strongly preferred
- Sense of humor and enthusiasm to contribute to Jobcase’s fun-loving culture
- Bonus points if you have Understanding of HTML, XML/XSLT, JavaScript and knowledge of development methodologies and project life cycles

About Jobcase:

- Affiliated partner of MIT's Computer Science and Artificial Intelligence Laboratory, CSAIL
- We cover 100% of both medical and dental
- We pay for employee parking/MBTA costs
- Unlimited PTO
- Fully stocked kitchen & we host lots of fun all-company events
- Boston Business Journal best place to work 2015, 2016, 2017, 2018