

Data Analyst

Neuromod, headquartered in the Digital Hub, Dublin, Ireland, is an emerging medical technology company, specialising in the design and development of neuromodulation technologies to address the clinical needs of underserved patient populations, who live with chronic and debilitating tinnitus. After completing large scale clinical trials, Neuromod has started to commercialise its first product offering Lenire® in late 2019.

Neuromod has recently launched its Telemedicine business offering customers a direct channel for treatment by our tinnitus experts (audiologists and CBT therapists). Our vision is to become the largest online platform providing treatment to people suffering with tinnitus. In order to achieve this vision, we need an ambitious Data Analyst with data architecture experience and interest. This is a critical role to help us achieve our ambitious growth plans. We see the person who takes this role as someone who wants to be central to the growth of a new business, who wants to expand on their data analyst experience and who has ambitions in owning data architecture.

You will report to the Director of this Consumer Business and be responsible for setting out our data architecture strategy, defining how we should structure, gather and analyse our data. You will work with our customer service and clinical team to fully understand the patient journey and internal processes and be responsible for designing our data structure in-line with both. You will have full responsibility for structuring, managing, interpreting and reporting on patient and commercial data gathered by the telemedicine business.

The position is located in in the company's headquarters in Dublin/Ireland, with remote work possible.

Purpose of role

- Immediate project: Define the most efficient data architecture strategy – currently our data is not structured in the most efficient way. Identify & document data related requirements for the business for a new CRM tool. Manage effective transition of all our data from Hubspot to a potential new system.
- Responsibility for all data capture, management and analysis of the Telemedicine business.
- Suggest strategies and processes to simplify database management as we scale.
- Verify, merge, manage, interrogate and extract data to supply tailored reports and dashboards to colleagues, customers and the wider organization.

Cross functional relationships

- Report directly to and work closely with the Director of Consumer business to ensure best practice in data management and interpreting data to identify relevant trends.
- Work closely with our Head of Customer Service to structure our data and ensure consistency in how we gather data as we scale.
- Ensure clinical team are aligned with best practice in our patient data gathering and management strategies.
- Ensure our reporting and interpretation of data is aligned with our finance team.
- Work with marketing team to define and conduct A/B tests and other experiments to identify opportunities for higher conversion throughout customer journey.
- Work with CEO and Senior Management to analyse Telemedicine data and understand trends.

Your role:

- Responsible for ensuring most efficient data architecture.
- Continuously analyse data independently to deliver insights about commercial & operational performance, and proactively suggest and drive improvements to issues identified from these analysis.
- Investigate key problem areas by performing root cause analyses, corroborating quantitative and qualitative findings.
- Collaborate proactively with other teams & departments, and other data-focused functions to solve problems, develop solutions and share insights.
- Effectively plan and collaborate with relevant stakeholders on data driven initiatives to solve commercial & operational problems.
- Maintain clear and coherent communication, both verbal and written, to understand data needs and report results.
- Support the development of automated solutions that address specific analytical objectives and facilitate report generation and distribution of analyses.
- Create compelling theories and stories about how patients behave.
- Stay up to date with latest technology, techniques and methods.
- Apply data expertise to successfully support cross-functional needs.
- Participation in company meetings both internally and externally on insights, trends observed, etc.

Your profile:

- Good knowledge of data architecture – wants to step up into this area.
- Ability to independently interrogate data to find trends, patterns and patient characterises that can be turned into actions that will help scale our business.
- Self-motivation so you can work with limited supervision.
- Excellent communication skills and be able to explain your work, theories and results.
- Drive and the resilience to try new ideas if the first one doesn't work.
- Good planning and organizational skills.
- Experience in data visualisation.
- A collaborative approach to sharing ideas and finding solutions.
- A good understanding of system architecture best practices and data software.
- Experience in Salesforce / Hubspot / PowerBI / Netsuite a plus.
- Degree in a relevant numerate area such as AI, Data Analytics, Statistics, Computer Science, Mathematics, Physics.

What we offer:

- A varied and challenging role within an innovative scaling company.
- A role that has all the potential to go far beyond the typical data analyst role.
- Excellent opportunities for career growth.
- Competitive and performance-based remuneration.
- Flexible work environment.
- Team spirit.

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