Business Intelligence Lead

Location: Onsite in Arden Hills, MN office
Travel: Up to 15%
Department: Commercial Operations

About the Role

The Business Intelligence Lead owns the Neuros Medical Salesforce environment, ensuring sound configuration, data integrity, and user adoption, while developing and maintaining Power BI reporting for commercial and finance teams. This individual contributor translates commercial processes into effective data structures and actionable insights, independently prioritizes work against an ongoing backlog, and serves as the primary CRM resource for Territory Managers, sales leadership, and commercial functions.

Key Responsibilities

- Own Salesforce administration, including user provisioning, profiles, permission sets, roles, sharing rules, page layouts, record types, and security settings.
- Configure and maintain declarative automation flows, validation rules, assignment rules, and approval processes and document every change to the production environment.
- Own and govern the data model: object and field structure, record types, relationships, picklist values, and naming standards that keep downstream reporting consistent and reliable.
- Maintain data quality through duplicate prevention and remediation, required-field enforcement, scheduled data audits, and controlled mass updates.
- Build, maintain, and publish Power BI dashboards and reports for sales leadership, finance, and Territory Managers, applying visualization and data presentation best practices.
- Verify the accuracy of all reported figures before distribution; reconcile reporting outputs against source data.
- Drive user adoption across the field organization: deliver training, author job aids and process documentation, monitor platform usage, and address inconsistent data entry directly with users.
- Serve as first-line support for all Salesforce users; triage, resolve, and escalate issues, and track resolution.
- Manage the platform release cycle: evaluate Salesforce seasonal releases and managed-package updates in a sandbox environment, test, and deploy.
- Serve as partner for consultant-delivered projects: assist in defining requirements, coordinate delivery, and validate results before release.
- Safeguard protected health information within the platform through appropriate access controls and adherence to Company privacy, security, and data-handling policies.

- Translate business requirements from commercial, finance, and field stakeholders into platform solutions, and proactively recommend improvements to process and system design.
- Maintain system documentation, change logs, and user access records sufficient to support internal review and audit requirements.

Qualifications, Knowledge and Skills

- Proficiency in Salesforce administration, including declarative configuration, user management, and security.
- Strong understanding of Salesforce data architecture, relationships, record types, and reporting implications.
- Advanced Power BI skills in dashboard design, reporting, and data visualization.
- Familiarity with data warehousing and semantic modeling; Microsoft Fabric or similar platforms preferred.
- Experience driving user adoption through training, documentation, change communication, and usage monitoring.
- Ability to translate business processes into system solutions and communicate technical trade-offs to non-technical stakeholders.
- Advanced Microsoft Excel skills.
- Rigorous attention to detail and commitment to data accuracy and reporting integrity.
- Ability to independently prioritize competing requests and manage a backlog with limited supervision.
- Clear, concise written and verbal communication with commercial, finance, and field teams.
- Sound judgment and discretion in handling confidential, proprietary, and protected data.

Education and Experience

- Bachelor's degree in Business, Information Systems, Analytics, or a related field, or equivalent practical experience.
- Minimum 5 years of experience in commercial operations, sales operations, or business systems roles.
- Minimum 3 of those years as a hands-on Salesforce Administrator with ownership of a production org.
- Minimum 2 years building and maintaining Power BI, or equivalent business intelligence reporting, for a commercial audience.
- Experience as the sole or primary administrator of a Salesforce org strongly preferred.

- Salesforce Certified Administrator credential preferred; equivalent demonstrated experience administering a production Salesforce org will be considered in lieu of certification.
- Experience supporting a field-based sales organization preferred.
- Experience in medical device industry preferred.

Work Environment & Travel

- Primarily onsite in Arden Hills, MN
- Ability to travel periodically, up to 15%.

About Neuros Medical, Inc.

There are over two million amputees in the U.S., with an estimated 185,000 new amputations occurring every year. Post-amputation pain includes both phantom limb pain and residual limb pain and impacts nearly one million Americans, representing a significant unmet medical need as existing treatment options are limited and consist primarily of opioids and gabapentinoids. Neuros Medical is a privately held company and the maker of the Altius® Direct Electrical Nerve Stimulation System designed for the treatment of chronic post-amputation pain. Our mission is to reduce pain and restore life for people suffering with post-amputation pain. We are a passionate team guided by our core values and committed to our patients and the healthcare professionals who care for them.

Our Core Values:

Patients First. Accountable. Team Before Self. Humility. Deliver Excellence.