# CITY OF HAMILTON

**CITY MANAGER'S OFFICE**
**(HUMAN RESOURCES DIVISION – LOCATION – 100 KING ST. W., 10th FLOOR)**

**DATA QUALITY ANALYST**

**SUMMARY OF DUTIES**

Reporting to the Manager, HR Technology and Analytics, the Data Quality Analyst strives to improve relevant dimensions of data quality for critical data assets, ensuring the availability of high quality, trusted data across the organization. This position will examine complex data to optimize the efficiency and quality of the data being collected, resolve data quality problems, and collaborate with stakeholders, analysts, and other team members to help develop and grow our data quality, data dictionary, and data governance programs.

The focus of this role is to produce insights on current state data health to recommend data standards, and development and implementation data quality assurance strategies. They will work with cross functional teams to gather business metadata and data quality metrics. The incumbent will proactively monitor, measure, analyses, execute, track and report on data quality issues.

**GENERAL DUTIES**

Responsible to proactively maintain a high level of data quality through rigorous analysis and audit of all data (housed in various HR systems), and help to drive and ensure ongoing operational excellence, quality, and timely HR data service delivery.

Working with cross-functional teams, undertake and conduct Data Quality Management activities in HR systems such as, but not limited to:
- Identify and rectify data quality issues in a timely manner
- Evaluate datasets for quality and accuracy
- Determine business impact for data quality issues
- Determine root cause for data quality errors and make recommendations for long-term solutions
- Develop process improvements to enhance overall data quality
- Develop and execute data clean-up measures

Identify, assess, monitor, document, and communicate potential quality issues in the way data is collected, stored, processed, or used.

Work closely with business partners to understand business processes, goals, and gaps within Data Quality.

Pursue data quality integration and automation opportunities at data ingestion points, as well as within internal applications, reports, and dashboards. Provide proactive data quality recommendations to prevent issues from arising.

Support efforts focused on HR data reconciliation and quality and help design new controls focused on achieving a reliable and accurate HR data environment.

Develop KPIs for data quality and conduct data governance maturity assessments. Contribute to the maturity of the organization's data quality and governance standards by continually improving best practices and contributing to methods and strategies to systematically advance data platforms and capabilities.

Flag and document sensitive, and critical data elements. Develop and maintain governance policies/procedures to manage such data elements.

Collaborate with various Subject Matter Experts (SMEs) to gather and manage business metadata and their repositories.

Create documentation for processes, data, and other workflows. Create and maintain data dictionaries and master data.

As new projects are initiated, influence and advocate for proactively achieving fit-for-purpose data quality and strategic data quality program objectives.

Collaborate with data subject matter experts both on the business and technical side to translate business requirements into data quality requirements, validate data quality results, and coordinate issue resolution and escalation.

Partner with technical teams to prioritize data sets for ingestion into data quality tooling and ensure data quality profiling and monitoring setup per defined best practices. Work with cross-functional teams to create a data quality maintenance process.

Champion the value of key data elements, data ownership, and the importance of metadata management to key business stakeholders.

Design and develop appropriate data quality solutions such as data profiling discovery, data rules development, and root cause analysis.

Engage with stakeholders and data stewards through knowledge sharing and lessons learned, training, and education to increase data quality awareness.

Investigate industry and trends within data quality and the broader data management discipline. Strives for continuous improvement in aspect of data quality management.

Capture data-driven metrics to demonstrate business value and bring visibility to improvement opportunities.

Contribute to the ongoing development of the capability, encompassing strategy, operations, and technology.

Participates in the analysis, testing, validation and implementation of new software installations and upgrades.

Perform other duties as assigned which are directly related to the responsibilities of the position.

## QUALIFICATIONS

University Degree in a quantitative discipline (i.e., statistics), Computer/Data Science, Information Technology, Business Administration, Human Resources or related discipline or an equivalent combination of education and relevant business experience.

Considerable (preference for 5+ years) years of related and progressive experience in Data Analytics, Data Quality management, and Data Governance.

Highly skilled in data profiling, data mapping, data quality dimension standardization, data cleaning, rule development and automation, and understanding documenting transformation rules within data warehouse environment.

Expert analytic skill in data forensics and analysis to identify data patterns and root causes of data issues.

Expert skills with various analytics/query/BI tools such as Excel, SQL, T-SQL, Power BI, etc. High level of proficiency using Microsoft Business Intelligence stack, specifically Power BI is a must. Experience in a variety of relational and non-relational databases, including semi-structured and structured data.

Experience with enterprise source systems and of systems that consume master and reference data, including CRM, ERP and Data Warehouse/Business Intelligence (i.e., PeopleSoft, etc).

Experience with Data management, mining, modelling and designing with Visio or similar tools.

Experience owning ongoing high impact projects to maintain and enrich data quality. Knowledge of master data initiatives and core data management strategies and best practices.

Experience developing and maintaining data dictionary, data catalogue, and business glossary.

Good understanding of Data Protection and Privacy principles and practices.

Demonstrated knowledge and skills in business process analysis and quality assurance methodologies. Proven ability to identify process efficiencies and drive continuous improvement initiatives. Very detail-oriented with a solid track record of achieving high quality standards; understands the importance of data integrity.

Highly process oriented with developed quantitative and qualitative analytical skills (including collection, cleaning, analysing, and interpreting), problem solving ability, and critical thinking skills. Willing to dig deep into details as well as able to assess the big picture.

Demonstrated knowledge and proven experience in producing business requirements, use cases, user scenarios, user stories, and business process maps.

Proficiency in utilizing Microsoft Office Products like Word, PowerPoint, Excel, and Outlook.

Previous experience working with sensitive information and holds a high regard for confidentiality.

Continuous learning mindset, especially across various technologies. Curious and proactive mindset.

Attention to detail with the ability to analyse and solve complex problems as well as provide documentation, guidance, and instruction to users.

Excellent communication skills (written and oral); communicates in ways that gain the support of others. Mentors, motivates, and guides others toward goals. Has the capability to advocate a position and encourage others with a sense of shared purpose and excitement.

Excellent writing and presentation skills, including the ability to analyse complex situations, distil issues, develop insights, and synthesize recommendations to present information in concise meaningful ways and in a non-technical manner.

Has proven ability to build, manage and foster a team-oriented environment. Has the ability to develop, maintain, strengthen, and repair partnerships with others inside or outside of the organization to elicit cooperation. Experience working with and directing work for distributed teams is preferred.

Require strategic thinking and strong internal and external client relationship building skills as well as the ability to manage, coach and build capability within the team.

Excellent organizational, time management and multi-tasking skills. Works effectively under time pressure to meet deadlines, highly result driven, balance work priorities and resolve problems in a timely manner.

Strong project management skills, knowledge of change management concepts and strategies and ability to develop supporting tools and materials. Demonstrated experience in agile management or other related methods is considered an asset. Project management certification would be an asset.

<u>**WORK CONDITIONS**</u>

- Hybrid (Remote/Home & Work Place) telecommuting work model-based role
- Must be able to sit/stand for prolonged periods of time using video-based technologies

**THE INCUMBENT SHALL COMPLY WITH ALL HEALTH AND SAFETY POLICIES AND PRACTICES FOR THIS POSITION AND THE WORKPLACE.**

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