CITY OF HAMILTON

CORPORATE SERVICES DEPARTMENT
(BUSINESS APPLICATIONS DIVISION – INFORMATION SERVICES - LOCATION – 55 YORK BLVD., 6th FLOOR)

INFORMATION DELIVERY ANALYST

SUMMARY OF DUTIES

Reporting to the Supervisor, Business Applications, the Information Delivery Analyst will use their advanced knowledge and skill set in the delivery of information within the City of Hamilton. The Information Delivery Analyst will work in a customer facing role to design and implement BI software and systems, conducts end user needs analysis, designs & develops reports and other data interfaces using industry standard technologies. This role will work closely with the Data Integration Analyst to ensure that the required data sets are extracted from the source systems and deployed into a series of Data Warehouses and Data Marts. Additional responsibilities include but are not limited to participation in the modeling of data warehouses & data marts, development of metadata strategies, creation & support of data integration & quality assurance processes and methodologies.

The Information Delivery Analyst is deemed to be the subject matter expert with respect to the design and implementation of Business Intelligence including enterprise reporting, score carding, dashboard designs and navigation paths within the dashboards and the technology components that support these deployments.

A key role of this position is the development and informal & formal delivery of subject matter training to other IS staff and end users. Training content will focus on both the use of the technologies components as well as the correct use and navigation of the available information.

GENERAL DUTIES

The Information Delivery Analyst serves as a liaison between the end users and BI project team and gathers business requirements. It is the analyst's responsibility to:

- Interview end users to determine requirements for data, reports, analyses, metadata, training, service levels, data quality, and performance
- Work with team members to translate requirements into technical specifications
- Document requirements
- Help identify and assess potential data sources
- Recommend appropriate scope of requirements and priorities
- Validate that potential BI solutions will meet the business requirements and expectations
- Coordinate prototype reviews
- Gather prototype feedback

The Information Delivery Analyst is an expert in understanding business objectives, questions, and problems, and at obtaining and presenting data to address the issues. The analyst creates data results through a mastery of techniques and tools that range from basic queries through forming new data relations and derivations as necessary, and extracting the maximum amount of valid information content from the data. Extensive insight into the business and the data are essential. The analyst participates in design of data marts to provide the optimal balance of data availability, format, flexibility, and performance. It is the analyst's responsibility to:

- Educate users on warehousing capabilities
- Analyze business information requirements
- Support of data quality evaluation using manual and automated methods for data cleansing and profiling.
- Provide advice and guidance critical to business stakeholders decision making process

- Lead in the conversion of Business Requirements into functional and technical solution specifications
- Participate in data mapping of source data elements and ETL transformation rules to the data warehouse physical structures.
- Review raw production data for the purpose of identifying patterns of use and data anomalies
- Discover existing and potential dimension hierarchies
- Create data results through techniques and tools such as basic SQL queries, creation of stored procedures, data mining and multidimensional analysis
- Design & Develop impactful reports using industry standard tools such as Microsoft Reporting Services platform (SSRS), MS Excel, Pivot tables and other intuitive graphical add-ons
- Design & Develop decision support portals using MS SharePoint as the delivery platform
- Mange the BI Team & End Users through the design / development process
- Plan acceptance test
- Execute acceptance test plan
- Develop training materials
- Train BI users
- Implement support plan
- Ongoing support of users in using the provided solution in locating and extracting the desired data

Monitor and provide support for automated information delivery processes including nightly production processes and support of failed job recovery efforts. Lead and execute activities which result in the resolution of daily issues and requests.

Ensure high levels of BI availability through strict adherence to change management process and in-depth testing.

Contribute to the continual improvement of the BI Teams methodologies and procedures

Stay current with changing technologies, and provide recommendations for adaptation of new technologies or policies relating to the delivery of Business Intelligence within the City of Hamilton.

Provide IS Management with risk assessments to advise them of critical issues that may affect customer, or corporate security objectives.

May be required to provide after hours on call support to users.

May be assigned to an initiative or project requiring the individual to take direction from other IS Unit Manager, Supervisor and/or Project Manager.

Work in accordance with the provisions of applicable Health and Safety legislation and all City of Hamilton corporate and departmental policies and procedures related to Occupational Health and Safety.

Perform other duties as assigned, which are directly related to the major responsibilities of the job.

QUALIFICATIONS

1. University Degree or College Diploma in Computer Science, Information Systems or related discipline.

2. Three (3) to Five (5) years production experience in all facets of the delivery of information to end users through the deployment of current BI methodologies and tool sets including but not limited to MS Reporting Services (SSRS) for report and dashboard authoring, and Analysis Services (SSAS) for dimensional data requirements, SharePoint Dashboard Creation and KPI's, Excel Services and PowerPivot. Experience with

Crystal Reports is an asset.

3. Demonstrate a working knowledge of data warehousing concepts including Dimensional Modelling, Denormalized Data Structures, OLAP, and DW/BI best practices.

4. Knowledge of relational database management systems with a focus on the creation of stored procedures and simple to complex SQL statements.

5. Knowledge of data cleansing and standardization skills to ensure consistent consolidated reporting.

6. Demonstrate ability to capture, document and analyse user requirements and build front-end BI applications according to specifications

7. Highly organized with ability to multi task and motivated with sharp customer focus.

8. Strong interpersonal, written, and oral communication skills.

9. Strong documentation skills are required.

10. Ability to quickly grasp an understanding of diverse and complex business processes.

11. Working knowledge of application development lifecycles and supporting practices.

12. Knowledge of fundamental ITIL standards.

13. Proven analytical and problem-solving abilities.

14. Demonstrated leadership and personnel/project management skills.

15. Demonstrated knowledge of the Health and Safety Act and applicable regulations as it relates to the position.