CITY OF HAMILTON

CORPORATE SERVICES DEPARTMENT
(INFORMATION TECHNOLOGY DIVISON – LOCATION - 55 YORK BLVD.)

MANAGER, DATA SERVICES

SUMMARY OF DUTIES

Reporting to the Director, Information Technology, the Manager, Data Services will provide overall direction, guidance and oversight toward the design and implementation of a data informed organization. The manager will advance the development and implementation of a Corporate Enterprise Data Management Strategy and lead the implementation of new technologies and processes in alignment the City's goals and objectives.

The Manager, Data Services will provide oversight and management of the day-to-day operations of the Data Services resources including risk mitigation, issues management, measuring and monitoring performance and compliance with protocols.

The Manager, Data Services is responsible for planning and coordinating the processes and projects required for the provision of Decision Support and Spatial data management for the City. This Manager will apply proven communication and problem-solving skills to guide and assist the user group on issues related to the design, development, and deployment of mission-critical information systems.

As a member of the IT Management Team, the Manager, Data Services provides the leadership, architecture oversight, business knowledge, technical application knowledge and advice, contributing to the design of and implementation of the methods, practices and policies governing the development and/or acquisition of enterprise solutions.

GENERAL DUTIES

Manage the City structured data architecture, security, reporting, dashboards and graphical visualization of City data, both for internal use and for use by the community as Open Data including development and implementation of policies and procedures.

Deliver the Geographic Information System (G.I.S.), Business Intelligence (B.I.) and provide support for the Open Data portfolio for the City including the tools, and best practices that enable access to and analysis of this information to improve and optimize decisions and performance.

Manage the City's enterprise data architecture encompassing all data (both structured and non-structured) in collaboration with the Business and Corporate Services. This includes maintaining the current architecture and standards, target architecture, and planned roadmap.

Deliver the corporate Business Intelligence (B.I.) framework and infrastructure for organizing the City's data and the technology components in order to build B.I. solutions for data analytics. This includes the implementation of Master Data Management (M.D.M.), Data warehousing, and data visualization tools and technologies.

Ensure the data security of enterprise information including categorizing information, establishing and applying security standards and assuring on-going maintenance and education of information security.

Provide oversight and management of the day-to-day operations of the Data Services resources including risk mitigation, issues management, measuring and monitoring performance and compliance with protocols.

Ensure that projects are delivered on time, on budget and in priority order to ensure the most efficient allocation of resources that align with the corporate goals and technology strategies while supporting business needs.

Devise strategies and make recommendations for enterprise information/data and solution architectures that meet the City's strategic objectives and goals, working in collaboration with City senior management.

Define business and operational requirements and systems goals and through problem analyses and scenarios, in consultation with decision makers, business owners, and end users; make or implement recommendations to mitigate change risk and business impact.

Review package software specifications to validate that proposed solutions meet business requirements, systems goals and enterprise application architectures, fulfill end-user requirements, and identify and resolve systems issues.

Coordinate feasibility studies for software and system products under consideration for purchase, and provide recommendations and advise to Senior Management and IT Management team.

Review and analyze existing applications effectiveness and efficiency, and then present recommendations for improving or leveraging these systems to the City Senior Management. Ensure the systems are in line with the Enterprise application architectures and deliver expected value to the City.

Perform corporate cultural analysis and develop change strategies that are flexible and adaptive in collaboration with the IT Management Team to support effective adoption of new applications, technologies and related processes.

Coordinate with the IT Management Team to effectively and efficiently utilize IT resources – including personnel and equipment – across the IT organization.

Conduct research and provide recommendations on applications, methods and best practices and standards in support of all enterprise and localized software procurement and development efforts. Provide insight on the direction of enterprise solutions and changes in the IT landscape. Identify and validate those solutions that are right for the City, and develop the best strategy for selection and adoption.

Manage and develop operational and capital budgets to support strategic and operational requirements.

Manage and maintain strategic relationships with the management of the user departments across the City with a view to sustained insight on city business strategies and directions and the provision of advice and guidance on opportunities for improvement associated with information systems and applications.

Oversee the support, management and administration of contracts for application spending on services and products related to managed applications. This includes overseeing the execution of requests for proposals (RFPs). This will require the definition and facilitation of communication between the City and its providers in order to deliver products and services according to plan and within budget.

Oversee the preparation of RFPs, bid proposals, contracts, scope of work reports, and other documentation for business application and software development projects and associated efforts.

Manage the analysis and research required and make recommendations on software products and services in support of procurement and development efforts.

Contribute to pre-testing phase of development by evaluating proposals in order to identify potential problem areas, and make the appropriate recommendations.

Manage feasibility studies for applications and system products under consideration for purchase, and give recommendations based on findings. Critical components include the architecture of the application, business functionality, platform requirements and their compatibility with the City's architecture standards.

Manage the evaluation, installation, configuration, and deployment of new applications, systems software, products, and/or enhancements to existing applications throughout the enterprise.

Oversee the research and/or development of best practices for the development and documentation of business process changes and re-engineering to enable full realization of benefits of the city's investment in applications.

Oversee the delivery of IT projects using standard project management practices and methods.

Analyze documentation and technical specifications of any new application under deployment or consideration to determine its intended functionality.

Validate the compliance of proposed new software against the business functional requirements, system architecture, and interface specifications as set by the business and IT department.

Negotiate enterprise wide contracts with software and service providers.

Develop timeframes for business process changes in order to support City objectives.

Liaise with City vendors for prompt rectification of any application problems or emergencies.

Manage a contingent of Data, information and staff including recruitment, supervision, scheduling, development, performance evaluation, and disciplinary actions.

Manage operational costs and budgets; conduct near- and long-term financial forecasts for expanding functionality/user base.

Establish and maintain regular written and in-person communications with the organization's leadership, and end users regarding pertinent IT activities.

Build an understanding of internal and external operational service level commitments and work to ensure they are minimally affected by changes.

Coordinate with the IT Management Team to effectively and efficiently utilize IT resources – including personnel and equipment – across the IT organization.

Ensure effective management and communication of training and documentation for end users, hold clinics as necessary, and other user-related activities.

Develop and manage operational and capital budgets to support strategic and operational requirements.

Ensures that employees are provided with and use the appropriate equipment, material and/or procedures required to perform the assigned duties.

Ensures that all employees perform work in accordance with applicable health and safety legislation and all City of Hamilton corporate and departmental policies and procedures. Ensures that appropriate action is recommended for those employees who do not work in compliance with legislation, policies or procedures.

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

QUALIFICATIONS

1. University degree in the field of computer science, information systems or business administration. Master's or PhD. degree in one these fields preferred.

2. Fifteen (15) years of relevant experience in the field with demonstrated leadership capability including 10 years direct experience managing the direction, development and implementation of Decision Support and Data Strategies.

3. Demonstrated experience developing and implementing strategic plans in GIS and Data domains along with strong familiarity of BI and data management best practices, data visualization and data science, methods and tools.

4. Possess high level critical and strategic thinking skills. Excellent organizational skills, complex analytical and problem solving skills with developed innovative and solution oriented problem solving skills.

5. Knowledge of project management processes and project lifecycle methodologies specific to the Information Technology and Data Domain in order to plan and deliver certain IT projects and to advise the project management process for IT projects.

6. Strong knowledge of change management practices, business process flow analysis and re-engineering, and methodology development.

7. Internal or external consulting skills in assessing, analyzing, and synthesizing change controls across a broad range of departmental environments.

8. Good Knowledge of the ITIL standard.

9. Strong understanding of business processes, with a sound knowledge for business administration and human capital management.

10. Ability to prioritize and execute tasks in a high-pressure environment and make sound decisions in emergency situations.

11. Experience in strategic application and technology planning, execution, and policy development.

12. Knowledge of data security practices and experience in interpreting the applicability of local and federal laws/regulations to City operations.

13. Knowledge of the City and IT department's goals and objectives preferred.

14. Experience working in a team-oriented, collaborative environment.

15. Ability to work with very tight deadlines and competing priorities.

16. Demonstrated ability to challenge, lead and inspire others to excel in an environment that fosters innovative approaches to problem-resolution.

17. Demonstrated progressive supervisory experience.

18. Excellent written and verbal communication skills, facilitation skills and presentation skills, a team leader and mentor possessing highly developed negotiation and conflict resolution skills.

19. Ability to interact and communicate effectively at all organizational levels.

20. Ability to make sound and logical judgments.

21. Demonstrated ability to work effectively with colleagues and client departments in identifying and meeting the needs of the division.

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

23. Ability to manage a budget effectively.

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

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