

CITY OF HAMILTON

HEALTHY & SAFE COMMUNITIES DEPARTMENT (HAMILTON FIRE DEPARTMENT – ADMINISTRATION - 1227 STONE CHURCH ROAD EAST)

TECHNOLOGY & ANALYTICS SPECIALIST - FIRE

SUMMARY OF DUTIES

Reporting to the Manager, Strategic Initiatives, Quality & Continuous Improvement - Fire. The Technology & Analytics Specialist – Fire supports the Fire Department including but not limited to defining system requirements and service level agreements. This includes defining business and information requirements for core applications such as Fire Computer-Aided Dispatch (CAD), Fire Records Management Systems (RMS), Mobile Data Terminal (MDT) Environment, Defibrillator Data Management, Paging System and KeyScan. Accountable for providing the department with data-driven insights/solutions that will increase the use of analytics in evidence-based decision making and the development of performance measurement. Develops, recommends and provides professional advice with respect to process management, performance measurement and business continuity. Serves as technical liaison with Corporate IT to ensure through a collaborative relationship that Service Level Agreements are defined, implemented and monitored to support the practices and processes required for IT governance.

The Technology & Analytics Specialist – Fire will have a demonstrated record of strong leadership and guidance, extensive knowledge of technology and business processes, customer focus, the provision of data for business planning, quality assurance, financial management, team building, change management, self-motivation and commitment to results and continuous improvement.

A high level of personal integrity and motivation, and excellent written and verbal communication skills are required.

GENERAL DUTIES

Provides oversight to Department's system requirements and priorities.

Primary liaison with corporate IT to define service level agreements and to ensure departmental system and process deliverables are met.

Through collaboration with the designated IT contact, provides direction/input relative to Fire Department work/project priorities to ensure the deployment of assigned IT resources required to meet these needs.

Oversees and participates in the development and implementation of Departmental performance/risk measurement and reporting tools.

Uses benchmarking/metrics from a "best practice" perspective, researches, evaluates, recommends and implements continuous improvement initiatives, focused at improving the efficiency and effectiveness of the Department.

Supports HFD service goals by continuously improving metrics, reporting processes and the quality standards used.

Organizes and leads the aggregation of large amounts of data, builds analytic models and tools, analyzes metrics strategically and presents data in a logical and concise manner to stakeholders for sound decision making (e.g. trend analysis, predictive modeling etc.).

Provides recommendations/direction and/or implements changes to improve internal business operations/functions and communications.

Working with Corporate IT defines the business requirements that must be implemented within departmental applications (i.e. CAD, etc).

Working with Corporate IT defines the access requirements for creating and maintaining confidential information through computerized applications and databases with respect but not limited to general personal information, staffing attendance data, training records, fire incident reporting, property information files for tactical and inspection purposes, fire response / deployment model, CAD GIS data / mapping, asset tracking and maintenance.

Acts as department liaison and meets regularly with Corporate Information Technology Services (ITS) to ensure all Fire specific applications remain compliant with ITS policies/governance.

Acts as department liaison working with Corporate Information Technology Services to escalate issues with software vendors to resolve technical problems, has a good understanding of new product releases and changes to applications and product lifecycle expectations.

Prepares written briefings for members of the Departmental Leadership Team as required.

Participates in the development and implementation of the Departmental operational work plans that includes goals, objectives and performance indicators for area of responsibility, ensuring that section activities are in alignment with Corporate, Departmental and Divisional strategic plans.

Recommends and implements purchase of materials and supplies within budget guidelines and within approved authorized limits.

Oversees contractual obligations, including new internal and external contracts.

Ensures operational compliance with all applicable legislation, policies, contracts, agreements, regulations and guidelines as applicable.

Works in accordance with the provisions of applicable Health and Safety legislation and all City of Hamilton Corporate, Departmental and Divisional policies and procedures related to Occupational Health and Safety.

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

QUALIFICATIONS

1. University degree in a Quantitative discipline (i.e. statistics), Computer/Data Science, Information Technology, Business Administration or a related discipline with several years progressive experience or approved equivalent combination of education and/or work experience.
2. Considerable (preference for 5+ years) experience in a related analytical role with ~~deep~~ significant experience in reporting, analytics, workforce planning and proven ability to interpret data and provide recommendations to drive key business decisions.
3. Highly process oriented with developed quantitative and qualitative analytical skills (including collection, cleaning, analyzing and interpreting), problem solving ability, and critical thinking skills. Willing to dig deep into details as well as able to assess the big picture.
4. Considerable experience in designing analytical frameworks and—forecasting and predictive analytics. Experience with data extraction, data mining and data modelling (conceptual, logical); analytical and statistical modelling.
5. Experience creating complex reports, dashboard, and creating/tracking effective metrics.
6. Preferred candidate shall have demonstrated system administration experience in emergency services type business applications such as Computer Aided Dispatch, Records Management Systems, Scheduling Asset Tracking, Mobile Data Terminals & Mapping Systems.

7. Expert knowledge of metrics, data management, and business intelligence strategies. Experienced in developing and maintaining data dictionary, data governance framework and related rules & policies. Good working knowledge of data warehousing concepts is preferred.
8. Proven knowledge of the analytics product lifecycle (e.g., data, analysis and visualizations). Proven experience building and leading advanced analytics practices. Strong understanding of and ability to research current trends and best practices in metrics and analytics.
9. Proficient with tools and technologies utilized across the analytics lifecycle (e.g., Excel, SQL, Power BI). High level of proficiency using Microsoft Business Intelligence stack, specifically Power BI is a must.
10. 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
11. Demonstrated ability to lead, motivate, coach and coordinate related activities of staff and client groups.
12. Highly developed conflict resolution and problem-solving skills.
13. Proven ability to facilitate focus groups, discussions and meetings to achieve goals and objectives.
14. Thorough knowledge of legislation, by-laws, and regulations governing municipal infrastructure.
15. Proficient in Microsoft Office (Word, Excel, Outlook and PowerPoint). Working knowledge of databases including data extraction, Fire applications and database report writing tools.
16. 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.
17. Highly effective decision making, facilitation, problem-solving, communication, presentation, interpersonal, negotiation and conflict resolution skills. Demonstrated ability to effectively lead technical and business subject matter experts as part of a high-performance team.
18. Excellent verbal communication and written communication skills.
19. Demonstrated knowledge of the Health and Safety Act and applicable regulations as it relates to the position.
20. Possession of a valid Class "G" driver's licence.

THIS POSITION REQUIRES A VALID CLASS "G" DRIVER'S LICENCE AND PROOF THEREOF IS REQUIRED AFTER HIRE.

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