

CITY OF HAMILTON

PUBLIC WORKS DEPARTMENT

GENERAL MANAGER'S OFFICE-LOCATION – 100 KING ST. W

DATA ANALYTICS AND REPORTING ANALYST – CORPORATE ASSET MANAGEMENT

SUMMARY OF DUTIES

Reporting to the Senior Project Manager, Innovation, the Data Analytics and Reporting Analyst solves data related problems through a quality management lens. Reviewing process and building solutions collaboratively with the Public Works and Corporate Asset Management teams this role is pivotal for data-driven decision making and supporting our operational groups with timely and consistent reporting. The Analyst leverages their inquisitiveness with their system-thinking to build models, architecture and processes to communicate with internal and external audiences, promoting a customer-centric, data-driven culture.

GENERAL DUTIES

Process and Relationship Management:

Collaboratively develop, recommend, and implement policies, procedures, and business processes to ensure data integrity, reflecting operational requirements and needs.

Proactive relationship management with internal stakeholders through meeting facilitation and correspondence.

Involved in business process reviews, improvement initiatives, providing strategic and process improvement advice to support finance and business operations from a quality management lens.

Makes recommendations for improvements to processes, including efficiency improvements, modification/elimination/development of tools, and the introduction and use of technology.

Establishes understanding of processes and data required to support operational and emerging needs.

Supports others in the daily use of data and information systems to educate compliance with data and information policies.

Develops training materials and user-guides for data governance-related solutions and technologies. Promotes adoption of data governance and information management standards to help build an engaged data-driven culture.

Proactively escalates data governance and information management insights that drive strategic and tactical business opportunities.

Data Management:

Leverages technology to drive user-centric, cost-efficient, accessible, and flexible solutions to enable ETL (Extract, Transform, Load (Data)) process development and support data needs.

Monitor data captured through diagnostic reports to ensure quality, timeliness, validity, and quantity of information.

Identify data gaps, enable data collection, and data modeling that creates value and reflects operational reality.

Ensures consistent applications, presentations, and interpretations of data.

Makes credible/standard data and information available, ensuring accurate and effective translation of information from complex datasets and easy to understand materials for non-technical audience (e.g. staff, council, members of public).

Establishes appropriate levels of document control with process definition and process approval, review, revision and access control, change requests etc.

Provide QA/QC from a quality management lens, building consistent monitoring and maintenance on multivariate data from multiple sources.

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

QUALIFICATIONS

1. Education related to the duties outlined above, normally accompanied by a University Degree or College Diploma in Social Sciences, Engineering, Computer Sciences, Planning, Finance, Business, Economics or related field.
2. Considerable experience in ETL process development and data warehousing to design, develop and implement data solutions.
3. Advanced problem-solving, critical thinking and time-management skills.
4. Advanced knowledge of Microsoft O365, including SharePoint Online.
5. Demonstrated experience of quality management principles, performance measurement principles and methods, and logic modelling methodologies, tools and qualitative and quantitative analytical techniques.
6. Demonstrated experience in data visualization techniques, business intelligence software, data preparation, data analysis, and statistical and spatial tool sets (Power BI, IBM Cognos, ArcGIS, Excel, Tableau etc.).
7. Experience with distributed computing/databases and distributed computing language and cloud technologies (e.g., AWS Sagemaker, Azure ML) an asset.
8. Experience building solutions with programming languages (e.g. SQL, Python, R, SAS) an asset.
9. Strong interpersonal skills with a demonstrated ability to work effectively with others. Ability to display and foster teamwork within the work unit, relate to City Staff and the public in a tactful and courteous manner.
10. Must possess excellent interpersonal skills, with well-developed communication skills. Able to articulate messages clearly and efficiently in written word, data reporting and presentations.
11. Familiarity with public works operations, city asset management practices, ISO 55000 and Ontario Regulation 588/17 is considered an asset.

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