IDENTIFICATION

Department	Position Title	
Finance	Manager, Data and Analytics	
Position Number	**Community**	**Division/Region**
15-15384	Yellowknife	Information Systems Shared Services / HQ

PURPOSE OF THE POSITION

The Manager, Data and Analytics drives the delivery of high-quality data management, analytics, data, and database management services including core database and data warehouse architecture planning and operations, business intelligence, visualization, and analytics platform services to support GNWT departments operational and strategic planning and decision making.

SCOPE

Located in Yellowknife and reporting to the Director of Information Systems Shared Services, within the branch of the Office of the Chief Information Officer, the Manager of Data and Analytics ensures the specification, design, and maintenance of mechanisms for storage of and access to data in support of business information needs. Design of the physical data layer, addressing enterprise data resource needs and local stored data structures. Definition of physical or virtual data warehouses structures required to support business intelligence and data analytics services.

The incumbent also oversees the installation, configuration, upgrade, administration, monitoring, and maintenance of databases. Providing support for operational databases in production use and for internal or interim purposes such as iterative developments and testing. Improving the performance of databases and the tools and processes for database administration (including automation).

This also includes the process of interpreting concepts, ideas, and facts by using graphical representations. Condensing and encapsulating the characteristics of data, making it easier to surface opportunities, identify risks, analyze trends, to drive effective decision-making.

Presenting findings and data insights in creative ways to facilitate the understanding of data across a range of technical and non-technical audiences.

The incumbent leads a technical team of seven specialists and works across the Information Systems Shared Services division to engage and coordinate other specialists as required.

The incumbent is responsible for an extensive range and variety of complex technical and/or professional work activities. Data & Analytics undertakes work which requires the application of fundamental principles in a wide and often unpredictable range of contexts. The manager understands the relationship between own specialism and wider customer/organizational requirements.

The incumbent works under a broad direction. However, work is often self-initiated. The manager is fully responsible for meeting allocated technical and/or project and supervisory objectives. She or he establishes milestones and has a significant role in assignment of tasks and/or responsibilities to the three teams of specialists that execute system development, project management and business analysis services.

The incumbent influences the organization, client's suppliers, partners, and peers on the contribution of Information Systems Shared Services division. The Manager builds appropriate and effective business relationships at the senior management, management, and operations layers of departments. The incumbent makes decisions which impact the success of assigned work, i.e., results, deadlines, and budget and has significant influence over the allocation and management of resources appropriate to given assignments. They lead on user/customer collaboration throughout all stages of work to ensure users' needs are met consistently through each work stage.

The incumbent is fully familiar with recognized industry bodies of knowledge both generic and specific and actively seeks out new knowledge for own personal development and the mentoring or coaching of others. They develop a wider breadth of knowledge across the industry or business and apply that knowledge to help to define the standards which others will apply.

The incumbent demonstrates leadership, communicates effectively, both formally and informally and facilitates collaboration between stakeholders who have diverse objectives.

The Manager analyses, designs, plans, executes and evaluates work to time, cost, and quality targets. Analyses requirements and advises on scope and options for continuous operational improvement of the division. The incumbent takes all requirements into account when making proposals and demonstrates creativity, innovation, and ethical thinking in applying solutions for the benefit of the client/stakeholder.

The incumbent proactively ensures security is appropriately addressed within their area by self and others and engages or works with security and privacy specialists as necessary. This role contributes to the security culture of the organization.

RESPONSIBILITIES

1. **Broad responsibility statement. Provides expert guidance in the selection, provision and use of database and data warehouse architectures, software, and facilities.**
   - Provides specialist expertise in the design characteristics of database management systems (DBMS) or data warehouse products/services.
   - Ensures that physical database design policy supports transactional data requirements for performance and availability.
   - Ensures that data warehouse design policy supports demands for business intelligence and data analytics.

2. **Broad responsibility statement. Develops and maintains procedures and documentation for databases.**
   - Supporting activities of the above responsibility.
   - Identifies, evaluates, and manages the adoption of appropriate database administration tools and processes, including automation.
   - Contributes to the setting of standards for definition, security and integrity of database objects and ensures conformance to these standards.
   - Manages database configuration including installing and upgrading software and maintaining relevant documentation.
   - Monitors database activity and resource usage.
   - Optimises database performance and plans for forecast resource needs.
   - Maintains tier 2 database, business intelligence, reporting, and analytics support processes, and checks that all requests for support are dealt with according to agreed procedures.
   - Manages the response to escalated problems and incidents or service disruptions.

3. **Establishes the purpose and parameters of the data visualization analytics and business intelligence.**
   - Provides overall control, to ensure appropriate use of data visualisation tools and techniques.
   - Formats and communicates results, using textual, numeric, graphical, and other visualisation methods appropriate to the target audience.
   - Advises on appropriate use of data visualisation for different purposes and contexts to enable requirements to be satisfied.
   - Develops plans showing how the identified user needs will be met.
   - Leads exploration of new approaches for data visualisation and analytics.

4. **Manages the Data & Analytics unit's work and human resources.**
   - Allocates responsibilities and/or packages of work.
   - Delegates responsibilities as appropriate. Sets performance targets, and monitors progress against agreed quality and performance criteria.
   - Provides effective feedback, throughout the performance management cycle, to ensure optimum performance.
   - Proactively works to ensure effective working relationships within the team and with those whom the team interacts with.
   - Provides support and guidance as required, in line with individuals' abilities.
   - Encourages proactive development of skills and capabilities and provides mentoring to support professional development.
   - Provides input into formal processes such as job description development and disciplinary procedures.

5. **Contributes to the financial planning and budgeting of the Division.**
   - Develops financial plans and forecasts.
   - Monitors and manages IMT expenditure, ensuring that all financial targets are met, and examining any areas where budgets and expenditure exceed their agreed tolerances.
   - Assists with the definition and operation of effective financial control and decision making, especially in the areas of service, projects, and component cost models and the allocation and apportionment of all incurred IT costs.
   - Analyses actual expenditure, explains variances, and advises on options in use of available budget.

WORKING CONDITIONS

Physical Demands

No unusual demands.

Environmental Conditions

No unusual demands.

Sensory Demands

No unusual demands.

Mental Demands

No unusual demands.

KNOWLEDGE, SKILLS AND ABILITIES

- Knowledge of database design principles and practices.
- Knowledge of database software platforms including Relational database management platforms, business intelligence and analytics. And there tuning and optimization.
- Knowledge of enterprise architecture concepts, methods, and practices.
- Knowledge of IT service management concepts such as those described in the IT Infrastructure Library (ITIL) Control Objects for IT (CoBIT), Dev/Ops and lean IT, particularly related to incident management and demand management.
- Knowledge of project management practices such as those described in the Project Management Body of Knowledge (PMBOK).
- Knowledge of business analysis practices such as those defined by the International Institute of Business Analysis (IIBM) Business Analysis Body of Knowledge (BABOK Guide).
- Knowledge of the software development lifecycle, as well as the various methodologies including predictive (plan-driven) approaches or adaptive (iterative/agile).
- Knowledge of software development methods, practices, and processes.
- Knowledge of standard budgeting and accounting concepts and techniques.
- Ability to implement standard operational management tools and processes.
- Experience with ITSM tools including incident management, problem management, and configuration management tools.
- Ability to assess and evaluate risk leveraging guidance from ISO 31000.
- Ability to maintain an awareness of developments in the industry.
- Verbal, written and presentation skills, especially for an executive audience.
- Ability to lead individual staff and teams including coaching, development, and performance management.
- Ability to commit to actively upholding and consistently practicing personal diversity, inclusion and cultural awareness, as well as safety and sensitivity approaches in the workplace.

Typically, the above qualifications would be attained by:

Completion of an undergraduate degree in computer science, management information systems or business with a minimum five (5) years of directly relevant and progressive experience including one (1) year supervising staff.

Equivalent combinations of education and experience will be considered.

ADDITIONAL REQUIREMENTS

Position Security (check one)

☐ No criminal records check required
☐ Position of Trust – criminal records check required
☒ Highly sensitive position – requires verification of identity and a criminal records check

French language (check one if applicable)

☐ French required (must identify required level below)
  Level required for this Designated Position is:
    ORAL EXPRESSION AND COMPREHENSION
      Basic (B) ☐   Intermediate (I) ☐   Advanced (A) ☐
    READING COMPREHENSION:
      Basic (B) ☐   Intermediate (I) ☐   Advanced (A) ☐
    WRITING SKILLS:
      Basic (B) ☐   Intermediate (I) ☐   Advanced (A) ☐
☐ French preferred

Indigenous language: Select language

☐ Required
☐ Preferred