

Job title: Data Analyst	
Classification: Band 6	Effective Date: July 2024
Reports to: Coordinator Data & Analytics	Tenure: Permanent Full Time

About us:

At Whitehorse City Council, community is at the heart of everything we do.

We aspire to be a healthy, vibrant, prosperous and sustainable community. We enable this through strong leadership and community partnerships.

We strive to stay ahead of evolving changes and needs of our community.

Our five key principles empower our employees to be innovative and to provide an excellent customer experience. We are a resilient organisation where everyone belongs.



**Excellent Customer
Experience and
Service Delivery**



**Great
Organisational
Culture**



**Innovation
and Continuous
Improvement**



**Good Governance
and Integrity**



**Long Term
Financial
Sustainability**

We value:

Our shared values and behaviours are integral to how we go about our work, interact with each other and our community. It is expected that all employees 'live' these shared values. In living these values we also ensure that everyone has a voice and that everyone matters.

Collaboration

We work flexibly together to achieve outcomes and solve problems.

Respect

We actively listen, value diversity and care.

Excellence

We adapt, respond, learn and grow.

Accountability

We take responsibility and follow through on our promises.

Trust

We act with integrity and are empowered to make decisions.

Goal Statement

This position is responsible for efficiently developing and maintaining Data Warehouse solutions, integrating multiple data sources from both current and legacy systems, and create reporting & analytics frameworks for Council departments.

The position engages with and supports the organisation with the introduction, development and enhancement of data workflows and processes to ensure maximum return on investment. Working in a customer focused IT team, the role provides exceptional technical and professional advice to customers to align with the business processes and system needs of the organisation. This position will proactively engage and manage vendor relationships along with any associated agreements or contracts.

Key Responsibilities

Position Specific Responsibilities

- Develop, maintain, and optimize SQL queries and dashboards for data analysis and reporting.
- Conduct deep dives into A/B testing data to provide actionable insights.
- Evaluate the impact of proposed and implemented product changes.
- Analyze user behaviors, adoption rates, and effectiveness of new features.
- Monitor usage trends to identify opportunities for improvement.
- Provide and maintain integration between GIS and other corporate information systems to support the delivery of Council information and functionality through Council's GIS.
- Undertake data management and coordinate the maintenance, acquisition and update of core GIS datasets in line with relevant standards.
- Provide input into the establishment of processes processes and procedures and maintaining these, to ensure the security and integrity of data to support accurate decision-making.
- Provide support, specialist advice and recommendations on the use of spatial technologies to ensure the most effective and efficient deployment of GIS solutions to accommodate business requirements.
- Create high quality cartographic products and perform analytical functions associated with GIS, its use and products.
- Undertake research, evaluation and investigation for the design, development and delivery of spatial related applications.
- Undertake any necessary field capture associated with the acquisition of data, quality assurance and/or application design development.

- Consult with and gain cooperation and assistance from staff to verify and/or identify business requirements and potential process improvements to ensure the delivery of GIS products and services is relevant, efficient and effective.
- Familiarity with SLDC and ITIL Framework.

Corporate Responsibilities

- Adhere to all Corporate Policies, Procedures and the Organisational Goals and Values in the current Whitehorse City Council Collective Agreement.
- Understand and adhere to the Risk Management Policy (as it relates to the employees work area) and related procedures that are designed to minimise injury and/or loss to individuals, assets and equipment.
- Report any matters that may impact on the safety of Council employees or citizens, assets and equipment.
- Support, enable and encourage strategies and actions identified in Council's Gender Equality Action Plan (GEAP) to improve workplace gender equality.
- Champion a safe environment for children and young people in accordance with Council's commitment to Child Safety

Accountability and Extent of Authority

Budget: Nil.

Staff responsibility: Ability to supervise contractors for projects.

Judgement and Decision Making

Decision Making:

- The incumbent is required to exercise critical thinking, objective judgement, and adaptability in evaluating and deciding on appropriate methods, procedures and practices for achieving organisational objectives and in reviewing and recommending improvements to those methods, procedures and practices.
- The position also requires decision making based on an understanding and knowledge of Council's goals and objectives. Guidance and advice is usually available.
- Demonstrated ability to communicate with and gain the cooperation and assistance of stakeholders.
- Decisions made by the position have significant effect on the Department and the organisation and are subject to review by the Coordinator Data and Analytics
- Provide formal input into the formulation and implementation of execution/action workplans in medium-large business areas.
- Provide input into the innovation and implementation of change to meet strategic objectives as they relate to the transformation principles.

- Optimise core data operations by enhancing the alignment between business processes and Organisational Technology.
- Leverage external networks to ensure Council maintains pace with industry leaders regarding technology & digital experiences.

Management Skills

- Values driven demonstrating high levels of emotional intelligence and integrity.
- Demonstrated ability to manage own emotions and acts as a stabilising influence in emotionally charged situations.
- Embody a culture of innovation, accountability, and service orientation across the Data & Analytics team.
- Embeds best practice governance, risk and compliance ensuring Council operates within legislative and regulatory standards in line with Council's risk appetite.

Qualifications and Experience

Qualifications/Certificates/Licences and Experience

The successful candidate will have a tertiary qualification in business analytics, computer science, information technology, information systems, data science or a similar technical subject area, and/or significant practical experience working in similar roles

- Tertiary qualifications in Information Technology combined with at least 5 years' experience
- Relevant experience in the support of Oracle Cloud Fusion ERP and HCM systems and other enterprise business applications.
- Relevant experience with Data management tooling
- A valid Victorian driver's licence.
- Satisfactory National Criminal History Check.

Specialist Knowledge and Skills

- Experience in aligning with the ITIL framework, including incident management, monitoring and reporting
- Identification and root cause analysis of high priority and repetitive issues
- A strong appreciation and application of system analysis principles
- Capacity to respond to the needs of a community-focussed organisation. Understanding of long term department goals and policies of the department and wider organisation
- A blend of IT systems analysis, problem solving and business process skills
- Experienced in application monitoring and support

Technology

- Proficient in SQL with the ability to craft complex queries and develop insightful dashboards.
- Experience with databases, MS Office, GPS and graphic software.
- Excellent communication skills for effective stakeholder engagement.
- Proactive problem solving skills - to identify and investigate problems and escalate when appropriate.
- Demonstrated skills in the application and management of geospatial data including data integrity protocols map production and spatial analysis.
- Good understanding of principles, practises and industry standards relating to spatial data and information systems.
- Nice to Have: Experience with BI visualization tools and Python.

Interpersonal Skills

Interpersonal

- Positive attitude, detail and customer oriented with good organisational ability
- Excellent verbal and written communication skills to enable effective communication and negotiation with all levels of management, employees and external vendors
- Strong customer service ethic and focus on service delivery
- Demonstrated ability to work flexibly, effectively and cooperatively as part of a team in demanding work environment.
- The ability to gain cooperation and assistance from stakeholders . Prioritisation, negotiation and consultation skills.
- The ability to build and maintain effective relationships and to liaise with other employees across the organisation to resolve intra-organisaton problems.

Key relationships

- The incumbent liaises with staff at all levels within the Organisation including, Manager Information Technology, Executives, Managers and the user base.
- The position is required to maintain a professional relationship with Government departments and agencies, MAV, other Municipalities, service providers, staff associations, suppliers.

Key Selection Criteria

1. Relevant tertiary or post graduate qualification in the area of Information Technology, application support and analysis or similar

2. Knowledge of ICT trends, issues and opportunities particularly those related to business applications.
3. Demonstrated written and oral communication skills to facilitate the provision of advice and support at all levels of the organisation
4. Demonstrated ability to provide technical business application administration, integration and support to customers
5. The ability to build and maintain effective relationships including demonstrated experience and skills in liaison, negotiation and problem solving with staff at all levels

Physical Requirements

Task	Performed Often	Performed Sometimes	Never/Rarely Performed
Keyboard duties	✓		
Reading tasks	✓		
Writing tasks	✓		
Sitting (extended periods)	✓		
Walking/standing (briefly) - counter		✓	
Walking/standing (extended)		✓	
Driving car/utility/truck		✓	
Lifting/carrying duties (light)	✓		
Lifting/carrying duties (heavy)			✓
Pushing/pulling tasks (light)	✓		
Pushing/pulling tasks (heavy)			✓
Chopping/digging tasks			✓
Bending/kneeling requirements		✓	
Climbing stairs/ladders/scaffolds			✓
Handling grease/oils			✓
Exposure to dust/dirt			✓
Exposure to hazardous materials			✓
Exposure to noise		✓	
Repetitive arm/wrist/hand movements		✓	
Other (please specify)			

Any other relevant comments: