

# Position Description (Employee)

## Senior Business Intelligence/Data Analyst

Division	PEOPLE, PERFORMANCE & TECHNOLOGY
Business Unit	DATA & INFORMATION MANAGEMENT
Grade/Band	Band 8
Date position description approved	11 August 2020

### Council overview

At the City of Sydney our people are our most important asset and central to achieving our exciting and ambitious [Sustainable Sydney 2030](#) – developing a green, global and connected city. The City of Sydney works to build socially sustainable communities that support a more inclusive Sydney – a city that is also more connected, liveable and engaged.

From our high-quality facilities to local services and initiatives, we are dedicated to delivering the best city environment for business, work, living and recreation.

### Council values

Our people are custodians of public trust and confidence. In recognising this, we are committed to building a high performing culture built on the values of collaboration, courage, integrity, innovation, quality and respect. These six core values guide everything we do at the City.

### Primary purpose of the position

The major objectives of the position are to:

- Design and build data model, report and dashboard to meet business scenario and requirement.
- Maintain existing business intelligence artefacts such as interface, data model, dashboards and reports.
- Improve the City's business intelligence and data integration capabilities.
- Discover business insight by data analysis, reporting, and data visualisation.
- Implement a lean DevOps model to improve the quality and speed of solution deployment and operations.
- Contribute to the development and implementation of best practices and standards for business intelligence and data infrastructure.

- Participate and provide required solutions in performance, load, and stress testing, and remediation of issues identified during testing.
- Be held accountable for working conditions under the control of the position and for detecting any unsafe or unhealthy conditions or behaviour and to take immediate steps to investigate and rectify any risks to health, safety and welfare arising from any activity.

## Key accountabilities

- Primarily, to design, build, deploy, and manage / maintain the City's business intelligence and data infrastructure (technologies and platforms), including query, report, dashboard and BI flow processing.
- Activities, relating to the above, including, but are not limited to:
  - data modelling
  - source to target mapping
  - elicitation of data transformation rules
  - documentation of the technical solution
  - configuration management, including conducting and supporting testing cycles
  - performance optimisation of Extract, Transform, Load (ETL or ELT) processes
  - investigation into and remediation of discrepancies in ETL or ELT jobs
  - implementation of operational reporting processes and subsequent monitoring and resolution of any issues.
- Liaise closely with the relevant technical and business stakeholders to design and support the implementation of business intelligence and data initiatives in the City.
- Liaise closely with business area personnel (business managers and subject matter experts) and personnel within the Data & Information Management Services and Technology & Digital Services units to design, maintain, and ensure adherence to best practices and standards for the business intelligence program of work.
- Actively participate in all training and development activities as well as Council's performance management system.
- Comply with and keep abreast of any relevant legislation applicable to the performance of the duties of this position and adhere to all Council policies and procedures.

## Key challenges

- Maintain reliable data infrastructure and services as per the accountability.
- Support and assist business users and other data consumers to understand and utilise data products to discover business insights.
- Maintaining up to date knowledge and understanding of evolving technology in business intelligence and data infrastructure.

## Key relationships

Who	Why
<b>Internal</b>	
Business users (data providers and data consumers)	<ul style="list-style-type: none"> <li>Understand business operations and data requirements</li> <li>Receive information about business objectives</li> </ul>
Data & Information Management Services Unit personnel	<ul style="list-style-type: none"> <li>Develop and maintain data artefacts to meet business data requirements</li> <li>Assist business users to understand and use data products</li> </ul>
Technology & Digital Services Unit personnel	
<b>External</b>	
Vendors	<ul style="list-style-type: none"> <li>Liaise with vendors to understand data structures</li> <li>Extract or receive data extracts from vendor systems</li> <li>Load data into relevant data platform</li> </ul>

## Key dimensions

### Decision making

The position is accountable for day-to-day operational decisions and has the authority to take any reasonable steps to ensure that the smooth flow of operations is maintained; providing the actions are consistent with the responsibilities of the position and subject to any limitations, corporate policies, procedures or safe work method statements.

### Reports to

Manager, Data Services

## Essential Knowledge, Skills & Experience

- Relevant Tertiary qualifications (such as Math, Statistics, Software Engineering and Computer Science), at degree level, and/or significant equivalent experience in business intelligence and data architecture and management.
- Advanced level of knowledge in Microsoft Power BI, with demonstrative experience in elicitation of BI requirement from business and translate into technical requirements.
- Experience in database design, development and modelling in SQL Server & data visualisation through Power BI M query and DAX.

- Strong background and expertise in Microsoft SQL Server 2014 (and later version) and MSBI product suite like SSAS, SSIS. Experience working on data integration projects developing, modifying, and debugging packages in SSIS. Experience in developing tabular and multi-dimensional cubes using SSAS.
- Experience in Data warehouse and ETL solution design including batch and near-realtime processing and database performance tuning.
- Experience in the end-to-end software development process as part of a project lifecycle including design, build, debugging, testing, deployment and documentation.

## Capabilities for the position

The City's capability framework outlines the capabilities everyone needs to work well in their role. They are expressed as behaviours that show expected knowledge, skills and our values. There are capabilities for **employees** and managers which provide clarity, common language and consistency.

Capability Group	Capability Name	Level
Personal attributes	Act with Integrity and Courage	Advanced
	Demonstrate Accountability	Adept
	<b>Manage Self</b>	<b>Advanced</b>
	Display Resilience and Adaptability	Adept
Relationships	<b>Work Collaboratively</b>	<b>Advanced</b>
	Communicate and Engage Respectfully	Advanced
	Community and Customer Focus	Adept
	Influence and Negotiate	Adept
Results	<b>Deliver Quality Results</b>	<b>Advanced</b>
	Create and Innovate	Adept
	<b>Plan and Prioritise</b>	<b>Advanced</b>
	Think and Solve Problems	Advanced
Resources	Finance	Adept
	<b>Technology and Information</b>	<b>Advanced</b>
	<b>Assets and Tools</b>	<b>Advanced</b>
	Procurement and Contracts	Intermediate

*\*This profile is subject to an organisation-wide review of capability profiles. The final profile may vary slightly.*

## Focus capabilities

The capabilities in bold are the focus capabilities for this position. The focus capabilities are those judged to be most important at the time of recruiting to the position. That is, the ones that must be met at least at a satisfactory level for a candidate to be suitable for appointment.

Group and Capability	Level	Behavioural Indicators
<b>Personal Attributes</b> Manage Self	Advanced	<ul style="list-style-type: none"> <li>• Demonstrates motivation to serve the community and organisation</li> <li>• Initiates team activity on organisation/unit projects, issues and opportunities</li> <li>• Seeks and accepts challenging assignments and other development opportunities</li> <li>• Seeks feedback broadly and asks others for help with own development areas</li> <li>• Translates negative feedback into an opportunity to improve</li> </ul>
<b>Relationships</b> Work Collaboratively	Advanced	<ul style="list-style-type: none"> <li>• Builds a culture of respect and understanding across the organisation</li> <li>• Facilitates collaboration across units and recognises outcomes resulting from effective collaboration between teams</li> <li>• Builds co-operation and overcomes barriers to sharing across the organisation</li> <li>• Facilitates opportunities to develop joint solutions with stakeholders across the region and sector</li> <li>• Models inclusiveness and respect for diversity in people, experiences and backgrounds</li> </ul>
<b>Results</b> Deliver Quality Results	Advanced	<ul style="list-style-type: none"> <li>• Sets high standards and challenging goals for self and others</li> <li>• Delegates responsibility appropriately and provides support</li> <li>• Defines what success looks like in measurable terms</li> <li>• Uses own professional knowledge and the expertise of others to drive results</li> <li>• Implements and oversees quality assurance practices</li> </ul>
<b>Results</b> Plan and Prioritise	Advanced	<ul style="list-style-type: none"> <li>• Ensures business plans and priorities are in line with organisational objectives</li> <li>• Uses historical context to inform business plans and mitigate risks</li> <li>• Anticipates and assesses shifts in the environment and ensures contingency plans are in place</li> <li>• Ensures that program risks are managed and strategies are in place to respond to variance</li> <li>• Implements systems for monitoring and evaluating effective program and project management</li> </ul>

<b>Resources</b> Technology and Information	Advanced	<ul style="list-style-type: none"> <li>• Implements appropriate controls to ensure compliance with information and communications security and use policies</li> <li>• Implements and monitors appropriate records, information and knowledge management systems</li> <li>• Seeks advice from technical experts on leveraging technology to achieve organisational outcomes</li> <li>• Stays up to date with emerging technologies and considers how they might be applied in the organisation</li> </ul>
<b>Resources</b> Assets and Tools	Advanced	<ul style="list-style-type: none"> <li>• Considers council and community assets in the design/delivery of services</li> <li>• Facilitates and monitors appropriate deployment of assets and tools in line with community priorities</li> <li>• Implements and monitors compliance with asset management and maintenance plans and policies</li> </ul>