



JOB TITLE:	SENIOR DATA ANALYTICS OFFICER – PERMANENT FULL TIME
PAY BAND:	Grade G - \$38.155 - \$44.889 hourly
LOCATION:	Central Library – some travel may be required
SCHEDULE:	35 hours per week, may include nights and weekends
START DATE:	As soon as possible

JOB SUMMARY:

Reports to the Director of Finance & Facilities; the Senior Data Analytics Officer is responsible for creating systems in order to compile information pertaining to the library's performance. The position is responsible for planning and investigating market segments to lead planning and strategy development in terms of evaluating current and future library services. This position will work closely with the Director and the Planning & Development Officer to ensure compliance related to reporting to all required agencies. This position will ensure that deadlines and processes are completed in accordance with Library policies and government agencies. The position provides leadership in planning activities working to promote and improve data collection and workflow analysis. This position will assist with grant writing, work-plan development and reporting, community needs assessments, and strategic planning. Conducts research and trend analysis for members of the management and senior leadership team as required. Provides accurate and immediate data analysis for Library related services. Works independently with minimal supervision.

JOB DUTIES:

- Is responsible for creating the systems and metrics to monitor the Library's performance including both quantitative and qualitative data collection sources;
- Oversees the Business Analytics (Microsoft Power BI) system and implements any other related system for evaluating Library performance working collaboratively with the Digital Technology Department;
- Provides support for partnership efforts for example, research of potential donors; maintenance of the partnership database and other related data sets.
- Collects and analyzes data on the library's key metrics from various platforms related to visits, circulation (both physical and digital), computer use, wifi use, membership data, among others with a focus on improving timeliness, accuracy, and meaningfulness of the data.

- Collects and analyzes social media and website data with a focus on improving those channels
- Use statistical tools to interpret data sets, paying particular attention to trends and patterns that could be valuable for diagnostic and predictive analytics efforts.
- Is responsible for developing and maintaining project management activities and project plans related to the implementation of these technologies, identifying key stakeholders, potential risks, key milestones and communication strategy.
- Ensures stakeholders are kept up to date on project development and concerns.
- Collaborating with the Strategic Planning & Engagement Coordinator supporting Board and Strategic Leadership Team activities –reports, policies and procedures.
- Working closely with the Planning & Development Officer, monitors the library’s performance measurement timetable; describes requirements to library departments charged with collecting data; ensures that deadlines for report generation and collection of data are met.
- Develops, maintains and generates statistical and analytical reports as required. Identifies areas for improvement and provides suggested alternatives.
- Working closely with the Planning & Development Officer, will assist in Library responses to agencies and/or the Board as required; advising library staff on statistical reporting requirements and related procedures; overseeing the submission of data. Fulfills staff requests for data.
- Report writing as required for different audiences; develops non-standard reports and correspondence, including Board Reports and reports to aid the Senior Leadership Team with strategic planning.
- Develops, participates and supports (other departments) on system committees related to data analytics.
- Responsible to partner with library staff to process map existing practices, identifying opportunities for efficiencies and align (or redesign) said practices to the new technologies.
- Collaborates with all internal library departments to create efficient practices and effective measures.
- Recommends supporting processes that are consistent with existing records management practices.
- Develops training and communication materials and provides information and training to new and potential users on the existing materials or resources provided by vendors related to systems or policies/procedures.

- Collaborates with Digital Technology lead and library staff in troubleshooting any concerns that arise, documenting solutions, and communicating with users or DT support as required in terms of systems.
- Maintain professional knowledge and awareness of best practices for learning and development; attend training sessions and staff meetings to assist in the implementation and ongoing maintenance of the system.
- Understanding of local, national, and global trends that impact both our organization and industry.
- Write, update and evaluate project related manuals and procedures as required.
- Attends training sessions and staff meetings as requested.
- Performs other duties as assigned, which are directly related to the major responsibilities of the job.

MINIMUM QUALIFICATIONS:

Educational Requirements:

Graduate degree in public administration, business administration or information systems or related fields (e.g. successful completion of university courses in research and statistical analysis)

Experience:

Minimum one (1) year public library experience or related experience.

Minimum one (1) year experience developing data-driven management systems such as Microsoft Power BI.

Skills / Competencies:

Demonstrated ability to apply qualitative and quantitative research methodologies and principles as appropriate. Logic models, outcome measurement, and their relationship to management information systems.

Demonstrated experience supporting the implementation of new information technology systems, particularly in mapping and aligning operational practices to the new technology capabilities.

Demonstrated experience in process mapping, project management, or process optimization.

Demonstrated experience in managing change processes and helping people adapt to new technologies and processes through a positive and enthusiastic approach combined with information and support.

Excellent working knowledge and experience with computer applications including Microsoft Office applications; online databases; Internet browsers and search engines and other analytical tools.

Experience working with Microsoft Power BI

Demonstrated ability to access sources and retrieval software to seek, extract and integrate relevant information.

Ability to examine large amounts of data in order to look for patterns, changes, and reorganize said data in a format that can be easily understood.

Demonstrated skill in communicating clearly and concisely with relevant stakeholders (i.e. provincial funders and national organizations related to public libraries). Proven ability to identify key points/trends, develop succinct written and verbal summaries of findings with associated visual representations, and articulate accordingly.

Demonstrated skill in establishing priorities, allocating resources, implementing plans, and monitoring and adjusting work to accomplish goals.

Demonstrated ability to work as part of a larger team with a demonstrated ability to teach and motivate people of varying levels of skill and knowledge about accurate data entry, effective monitoring of systems and learning from the data.

Self-directed with the ability to perform duties requiring independent judgment, results orientation and initiative.

Effective report writing skills

Effective problem solving skills in order to mediate and/or facilitate resolutions.

Able to organize workflow in a team-based and sometimes high-pressure environment requiring attention to clerical detail and accuracy.

Valid Ontario Driver's Licence Class G is required

Must provide current Vulnerable Sector Screening.

Physical Requirements:

Physical ability and stamina to operate relevant equipment, to retrieve materials and to perform tasks involving the lifting and movement of library materials and equipment.

Requires long periods of continuous computer use and great accuracy in keyboarding skills; accurate data input is essential.

Legislative Requirements:

Works in accordance with all applicable Occupational Health and Safety, Employment Standards, Human Rights, Labour Relations and Pay Equity legislation and all other relevant legislation.

Organizational Requirements:

Adheres to policy and legislation identified in the Hamilton Public Library Policy and Procedures Manuals.

Applying:

The deadline for this application is 11:59 p.m. on February 4, 2022.

Please visit www.hpl.ca and proceed to Jobs at HPL to apply through City of Hamilton recruiting site.

Candidates proceeding to the formal interview process will also be required to submit a minimum of three (3) references as well as copies of proof of key qualifications (i.e. degrees, certifications, licences, driving abstract)

Submission of references also stands as consent to obtain reference checks, personal or background checks and personnel file information as the Hamilton Public Library may require in connection with your employment. We respect the confidentiality of applicants and check references near the final stages of the selection process.

The successful candidate will have to provide original proof of a Criminal Record and Judicial Matters Check. It is understood that the various checks referred are for employment purposes only and you agree that you will not hold any party liable for the information given or received.

By submitting a resume, you are declaring that the information contained is true and complete to your knowledge. You understand that a false statement may disqualify you from employment or cause your dismissal.

We thank all applicants who apply and advise that only those selected for an interview will be contacted.

Vaccine Verification – As a condition of employment you are required to provide proof that you are fully vaccinated or provide proof of valid exemption satisfactory to the employer prior to your start date. You must acknowledge and agree to comply with any future vaccine policy requirements as an ongoing condition of employment at the City of Hamilton.

Please be aware the selection process may involve any of interviews, test, and presentations or any combination thereof.

The Hamilton Public Library is an equal opportunity employer that is committed to inclusive, barrier-free recruitment and selection processes. If contacted for an employment opportunity, please advise Human Resources if you require accommodation.