POSITION DESCRIPTION

TITLE: **Business Intelligence Administrator**

CLASSIFICATION: **Band 7**

STATUS: **Full Time**

BUSINESS UNIT: **Customer and Service Improvement**

DATE: **July 2022**

ORGANISATIONAL CONTEXT

Our vision is that the unique identity of our urban, hills and rural areas is strengthened. We meet the challenges we face together as a community. How we respond balances the needs of our people, businesses, our productive land, and natural environments.

To undertake this vision successfully we are developing a skilled and professional workforce that embraces our organisational culture, values and demonstrates key leadership capabilities. We define our culture as working together, working differently and working for the future. The values of teamwork, respect, accountability, communication and customer focus underpin our work and our behaviours to ensure we deliver on the Council's vision while maintaining a healthy, engaging and inclusive workplace. The Leadership Capability Framework describes what we do as leaders and the Values form the basis of how we behave in the workplace and conduct the business of planning.

Council plays an important role in contributing to life in your community by providing many of the services and facilities that residents of all ages access every day. Council provides traditional local government services like local roads, waste management, and planning, building and animal control. But beyond this we provide much more. We work with residents from newborn babies, to young people, families and our senior citizens.

Cardinia Shire Council values Inclusion and Gender Equality and does not condone any negative behaviours as outlined in our Workplace Behaviours policy. This includes, and is not limited to, discrimination, bullying, family violence, victimisation and breaches of our other workplace policy.

ORGANISATIONAL RELATIONSHIP

Reports to: Manager Customer and Service Improvement
Supervises/Direct Reports: Nil
Internal Liaisons: All levels and staff within the organisation
External Liaisons: Counterparts in local government, state government, external
                               consultants, and software suppliers

POSITION OBJECTIVES

To increase organisational effectiveness by:

- Supporting the Performance and Improvement team, and the broader Customer and Service Improvement business unit, in the efforts to bring intelligent and useful visual reporting tools to the organisation.
- Leading and advising the organisation on the warehousing, architecture, security, control, and governance of data used for reporting and monitoring.

KEY RESPONSIBILITIES AND DUTIES

Key responsibilities include, but are not limited to:

- Attend weekly change management events with the IS team
- Design, develop, and maintain organisation wide reporting dashboards, including monitoring performance and data integrity
- Work closely with stakeholders to clearly understand, define, and create appropriate data reporting requirements
- Provide advice on organisation data architecture, including identifying ways to optimize and improve data efficiency
- Ensure Data security and governance/control
- Train/cross-skill internal staff
- Documentation of the steps used in creating any organisation dashboard, and of all relevant systems and processes
- Assist with organisational performance improvement projects
- Provide support to all other staff in the business unit, as required

POLICY AND PROCEDURE COMPLIANCE

- Adhere to (and promote) HR, IT, OH&S/Risk Management policies, procedures and practices.
- Demonstrate understanding and accountability for record keeping policy including the accuracy and capture of data, the sensitivities involved and the release and destruction of documents
- Comply with Council financial and procurement policies and procedures, thereby ensuring an adequate standard of internal control over finances is maintained.

ACCOUNTABILITY AND EXTENT OF AUTHORITY

- Freedom to act in accordance with clear negotiated objectives, to achieve organisational outcomes.
- Able to provide input to organisation policy, strategy and improvement initiatives.
- Accountable for the delivery of agreed products and projects on time, at the required quality. Expected to provide recommendations, if known, on better practice, in order to ensure continuous improvement.

JUDGMENT AND DECISION MAKING

- Exercise own judgment within the framework of operational and budgetary guidelines, provisions of relevant Acts, Regulations, Codes and Council policies and procedures.
- Guidance is not always available within the organisation.

SPECIALIST KNOWLEDGE AND SKILLS

- Solid understanding of business intelligence and data warehousing concepts
- Advanced Power BI skills with the ability to create interactive reports and dashboards
- Proficient in using SQL, DAX or M or any other language to analyse data
- Solid knowledge of Microsoft SQL server, SQL server integration services (SSIS), and Microsoft Azure
- Understanding of Power BI datasets and connectors
- Understanding of security and licensing in Power BI Administration
- Understanding of Data management best practices, architectures, and structures
- Well-developed conceptual, analytical, numerical and problem-solving skills.

- Able to identify opportunities and design improvements to existing practices, tools, and processes.

INTERPERSONAL SKILLS
- Able to establish and maintain relationships with internal and external parties.
- Builds trust through consistent actions, values and communication.
- Able to influence at all levels of the organisation in a consultative manner to achieve positive results.
- Able to work effectively as part of a cross functional team.
- Excellent verbal and written communications skills. Able to prepare complex reports and papers using clear and concise language.
- Able to solve, and be part of solving, intra-organisation problems.
- Responsiveness to all queries, issues and requests for support.
- Able to train others
- Strong attention to detail

MANAGEMENT SKILLS
- Tend to be proactive with the ability to prioritise activities according to level of urgency and achieve position objectives despite conflicting priorities.
- Ability to independently manage vendor relationships and internal projects in accordance with established policies and procedures. Also capable of identifying and proposing improvements to such policies and procedures. Able to work cooperatively with, and assist where necessary, Analysts and Senior Analysts.

QUALIFICATIONS AND EXPERIENCE
- Previous experience working as a Business Intelligence/Data Analyst preferably using Power BI
- Undergraduate degree in computer science or relevant experience and/or qualifications
- Certification in Microsoft Power Platform/Data Visualisation
- Database administrator experience and qualifications
- Experience with system integration using APIs
- Experience working directly with stakeholders to gather and document reporting requirements

KEY SELECTION CRITERIA
- Demonstrated ability and experience in all Specialist Knowledge and Skills given above
- Evidence of Qualifications and Experience given above
- Evidence of Interpersonal and Management Skills given above
- Evidence of being able to work autonomously or in teams, taking a leading role when required, to achieve agreed outcomes
- Evidence of well-developed conceptual, analytical, problem solving, and communications skills

CONDITIONS OF EMPLOYMENT

Terms and conditions of employment are in accordance with the Cardinia Shire Council Enterprise Agreement 2021 and Cardinia's policies and procedures.

Tenure	This is a full-time ongoing position
Pre-employment checks	All appointments are subject to a National Police Record Check, Working With Children Check, pre-employment medical check, and a six-month probationary period (new employees only). In line with recent Victorian Government announcements, positions in healthcare require the incumbent to have and maintain the necessary mandatory COVID-19 vaccinations.