

Role Description

Business Intelligence Specialist



Title	Business Intelligence Specialist
Classification/Grade/Band	Band 3 Level 2
Group/Unit/Section	Information Management + Technology / IMT Engagement / Insights
Reports to	Business Intelligence Lead

Vision

A vibrant organisation doing great things.

Purpose

To provide valuable services that strengthens and supports the Central Coast Community.

Values

Decisions, actions and behaviours are governed by our Corporate Values; Serve, Collaborate, Improve, Be Your Best and Be Positive. All employees have a responsibility to uphold and champion these values.

Primary Role Statement

In contributing to the overarching vision and purpose, the role of Business Intelligence Specialist is responsible for working in a team to development and rollout of Central Coast Council Business Intelligence system. The position will be required to combine a large range of source data to analyse and build visualisations from the available data to indicate service delivery and/or outcomes. With the overall focus of providing actionable insights to the business and community to obtain current and future performance improvement.

The position of Business Intelligence Specialist is required to provide quality customer service and create value for the community.



Key Duties and Responsibilities

- Assisting in the development and delivery of a Business Intelligence strategy and system that scalable to meet the business and community needs both now and into the future, in order to achieve the desired outcomes for Central Coast Council (CCC).
- Will contribute to the development of a robust Data Modelling and Master Data Management approach, aligning to Council's proposed Enterprise Information Management Framework and Enterprise Architecture.
- Identify and engage with key stakeholders and data custodians throughout the organisation to ensure their ongoing buy-in and interest including identify trends or patterns in complex data sets using data visualisation tools.
- Enable the use of information, data and analytics to guide the evolution of CCC's capability to make data driven decisions and refinements. The Business Intelligence Specialist will provide Insights that will enable Council to undertake important decisions affecting its services, infrastructure development and financial commitments.
- Undertake maintenance of existing implemented Business Intelligence designs deployed and develop new Insights to assist with decision making organisational wide following the Business Intelligence life cycle including business requirements, model architecture, design of associated objects, validation and user acceptance testing with eventual production deployment / maintenance, ensuring that all Insights development and design is clearly documented.
- Analyse and interpret data held in core and disparate systems to ensure the correct alignment of data and storytelling through Insights. Perform advanced statistical modelling for the development of predictive analysis to support strategic business issues by critically evaluating and screening data including profiling to identify any issues with data collection
- Develop visualisation tools that are guided by data (structured and unstructured) to highlight areas for improvement, assist with decision making, embed the use of Business Intelligence and support future incentives such as smart cities.
- Develop and maintain a close working relationship with the wider IM&T team, providing solutions mentoring and education whilst also providing support to the wider business user base internal and external to the organisation including third party suppliers to ensure business intelligence tools are functioning as expected.



- Perform any other duties, tasks or projects the employer may assign, having regard to the incumbent's skills, training and experience.

Authority and Accountability

- Take care of your own health and safety and that of others. Comply with any reasonable instructions and apply Council's Safe Systems of Work consistent with the Responsibilities, Authorities and Accountabilities of your role;
- Policy, processes and procedures are readily available, but the Business Intelligence Specialist is required to choose the appropriate actions within these frameworks. Unusual problems may be referred for clarity of policy direction or guidance;
- Decisions made by the Business Intelligence Specialist affect the work and activities of others within the section or from a specific project team;
- The work of the Business Intelligence Specialist influences and supports the community within a specified service line through the application of technical skill and/or application of regulatory requirements;
- The Business Intelligence Specialist complies with operational standards and processes in cooperation with or under the supervision of other employees. Other employees or members of the public may be affected by the jobholder's acts or omissions;
- Identifies requirements as an input to budget development;
- Looks for ways to save costs. Be conscious of budget constraints and be aware of cost implications of own actions within own work area.

Personal Attributes

- Give frank and honest feedback/ advice and seek to listen and understand when ideas are challenged;
- Represent the organisation honestly, ethically and professionally and encourage others to do so;



- Demonstrate a high level of personal motivation, take opportunities to learn new skills, develop strengths and examine and reflect on own performance;
- Support initiatives that create an environment where diversity is valued.

Interpersonal Skills

- Write fluently in a range of styles and formats and tailor communication to the audience;
- Identify customer service needs, understand customer perspectives and implement responsive solutions.
- Build cooperation and overcome barriers to information sharing and communication across teams/ units;
- Lead and facilitate productive discussions with staff and stakeholders, encouraging others to talk, share and debate ideas.

Business Enablers and Technical Skills

- Provide guidance, coaching and engage staff in change process and recognise cultural barriers that undermine change;
- Use expertise and seek others assistance to achieve work outcomes;
- Ensure current work plans and activities support and are consistent with organisational change initiatives;
- Research and analyse information, identify interrelationships and make recommendations based on relevant evidence;
- Ensure that actions of self and others are focused on achieving organisational outcomes;
- Take account of financial implications and return on investment when planning financial transactions;
- Support compliance with records, information and knowledge management requirements of the organization;
- Be aware of procurement and contract management risks and actions to mitigate these;



- Evaluate progress and identify improvements for future projects.

Team Work

- Ensure team objectives achieve business outcomes that align with organisational policies;
- Plan and monitor resource allocation effectively to achieve team objectives.

QUALIFICATIONS

Essential

- Degree in Information Technology or related field OR solid contemporary equivalent work experience combined with ongoing professional development including Licences and Certification with a data management, data analytics or data modelling focus.

Desirable

- Project Management certification.
- Certification in Business Intelligence tools such as Power BI, Tableau and Qlik

EXPERIENCE

- A solid background developing data visualisation solutions including developing, implementing, deploying and administering data visualization using Microsoft Power BI or other Business Intelligence tools.
- Demonstrated ability to build strong, credible relationships and influence, persuade or negotiate outcomes that add value to the organisation through storytelling and Insight development,;
- Experience in Integration, API and data extracts to ensure a regular and accurate feed of data from the source or other required databases
- Experience in working in a self-motivating team environment with other specialist in the same or different roles building on each other strengths to achieve an outstanding outcome
- Strong relationship development skills and ability to build a strong, collaborative relationship with all stakeholders including third party vendors



- Demonstrated ability in analytics and problem solving

Key Relationships

Internal	External
Chief Executive Officer	Community
Executive Leadership Team	State and Federal Government Agencies
Leadership Team	Industry representatives and associations
Unit Managers	Vendors
Council employees	

