

Data Management Analyst

Reports to Business Intelligence Manager

Band Level Band 4, HPV Enterprise Agreement 2018

Position Summary

This role is responsible for the further development, ongoing support and leveraging of a coherent data storage environment to cover all of HealthShare Victoria's internal data requirements. The main activities are:

- Develop, maintain and document HSV's data repositories. Assume responsibility for the implementation, optimisation and management of data repositories supporting HSV's business requirements.
- Develop, maintain and document data integration processes that extract, transform and load data from internal and external systems into HSV's data repositories.
- Deliver analysis, visualizations, self-service and ad hoc reporting from HSV's data repositories
- Provide ongoing management and support of the data repositories, integration processes and analysis, visualization and reporting tools.

Specific Duties and Responsibilities

The Data Management Analyst contributes to delivering the following collective responsibilities of the Business Intelligence Team.

Design and Development

- Engage with all providers and consumers of data to understand the data requirements of HSV and the most appropriate storage platforms and structures for holding HSV's data assets.
- Provide expert input and contribution to the development of HSV's data repositories.
- Develop, test and implement data integration processes that extract, transform and load data from internal and external systems into HSV's data repositories.
- Contribute to the overall architecture of the repositories and associated processes in support of HSV Strategic goals.
- Identify and recommend data process improvements that will deliver superior service and/or quality outcomes for internal and external customers.
- Develop, test and deliver data validation toolsets to improve the quality of data received by HSV and master data held by HSV.
- Develop, test and deliver end user operated toolsets as required to provide accurate analytical (including machine learning), visualisation and reporting outcomes to internal and external customers.

- Maintain an up to date knowledge of business requirements (internal and external) and ensure that the service provided meets those requirements.
- Adhere to all established source code control and release management processes. Contribute to improvement of source code control and release management processes.
- Document all services built and provisioned.

Management and Support

- Monitor scheduled processes. Investigate and resolve failures and recommend improvements.
- Monitor system capacity and performance. Recommend optimisations and additional capacity where required.
- Fix discrepancies in data and liaise with internal customers to resolve problems.
- Perform defined processes to synchronize data repositories to trusted sources and load new data where fully automated processes are not available.
- Plan software updates and upgrades to database, analytics, visualisation and reporting platforms. Identify and remediate compatibility issues so upgrades can proceed.
- Assist in data manipulation or analysis as requested by internal customers.

Leadership

- Foster a workplace culture that is consistent with HSV's organisational culture emphasising organisational values.
- Maintain strong lines of communication, both formal and informal, with ELT and key HSV stakeholders to ensure the smooth operation of the organisation.
- Support organisational change and growth as requested to assist HSV in fulfilling its legislative functions in line with its Corporate Strategy.

HSV Values and Cross Functional Collaboration

- Establish and maintain strong working relationships with key individuals and groups across HSV's stakeholder organisations, both internal and external, and develop and apply appropriate engagement and consultation strategies in line with HSV's values.
- Represent HSV in appropriate forums to strengthen relationships and improve mutual understanding.
- Place a priority on effectively working with stakeholders from other divisions within the organisation for mutual benefit by seeking and incorporating feedback that will benefit organisational objectives.
- Value the contribution of our internal and external stakeholders and contribute beyond our own tasks to achieve organisational goals and demonstrate this in goal setting.
- Uphold HSV values:
 - We are customer-focused; we focus on customer and patient outcomes
 - We keep it simple; we strive for efficient and effective ways to achieve our goals
 - We are collaborative; we work as a team toward common goals

- We take responsibility; we challenge the status quo. We are responsible for our behaviours, actions and results
- We inspire confidence; we do the right thing. We are open, honest and trustworthy

Data Security

- Comply with HSV data management policies and procedures, and report breaches and/or vulnerabilities to a Manager or the IT Operations team.

While the principal duties of this position are as above, the Data Management Analyst may be required to undertake other duties from time to time.

Qualifications and Experience Required

Academic

- Tertiary qualifications in information systems, business, science, engineering or other relevant discipline. Alternatively, suitable experience in a role encompassing data analysis, administration of data and software development.

Experience

- 3 years direct experience in enterprise-level data architecture, integration and presentation.
- Project team participation - especially in a project role requiring high degree of autonomy. Substantial exposure to project-based work structures, project lifecycle models, etc.
- Proven experience designing cross-functional databases spanning disparate business units and systems.
- Experience with business and technical requirements analysis, business process modelling/mapping and methodology development, and data modelling. Strong understanding of end-user needs and requirements.
- Extensive experience with data integration architectures, preferably including SQL server, SSRS, SSIS and Power Bi or Qlik Sense.
- Technically fluent in programming languages, including VBA, C#, R, and SQL.
- Experienced in applying source code control tools to the software development life cycle
- Advanced skills and proficiency in pivot tables, graphs, data presentation e.g. Excel.
- Strong knowledge of system and software quality assurance best practices and methodologies.
- Excellent understanding of the organisation's goals and objectives.

Personal

- Outstanding written and oral communication and presentation skills.
- Excellent interpersonal skills, including an ability to influence others with diplomacy, tact and discretion.
- Strong commitment to providing excellent customer service.
- Ability to identify and analyse issues, develop solutions and initiate action.
- Ability to develop and maintain positive working relationships with people at all levels within and outside the organisation.
- Ability to maintain and respect confidentiality of the highest order.
- Ability to meet tight deadlines and work flexible hours to meet business requirements.
- Ability to communicate ideas in both technical and user-friendly language.
- Able to conduct research into data platforms, application integration issues and products.
- Highly self-motivated and directed, with keen attention to detail.
- Able to prioritize and execute tasks to deliver maximum value.
- Experience working in a team-oriented, collaborative environment.
- Knowledge of applicable data privacy practices and laws.