

TITLE: Data Warehouse Analyst	CLASSIFICATION: Information Systems 27
POSITION NUMBER: # 00126942	SUPERVISOR TITLE: Chief Information Officer

CONTEXT

The Office of the Representative for Children and Youth hosts a Corporate Shared Services unit supporting two offices of the Legislature: the Office of the Representative for Children and Youth and the Office of the Human Rights Commissioner. The services provided under the memorandum of understanding include finance, facilities, information technology and privacy, and human resources.

The Representative for Children and Youth (RCY) provides advocacy support to people dealing with the child and youth service system, monitors and reviews government services to children and youth and reviews and investigates selected deaths and critical injuries of children and youth who are receiving services, with a particular focus on First Nations, Métis, and urban Indigenous children and youth. The Office of the Human Rights Commissioner (OHRC) promotes and protects human rights through research, policy development, and public inquiries into issues of systemic discrimination.

RCY and the OHRC share the values of promoting dignity and respect and upholding the rights of marginalized individuals and communities. The offices are committed to ensuring that policies, procedures and practices are rights-based, culturally attuned and agile. We honour the unique backgrounds, viewpoints, rights and beliefs of children, youth and adults; everyone is treated with dignity, equality and trust.

JOB OVERVIEW

Reporting to the Chief Information Officer the Data Warehouse Analyst will lead the business and technical design, development and maintenance of the data warehouse and integrate data from various open data sources and our internal case management system to meet our operational research and reporting needs.

ACCOUNTABILITIES

Leads the technical design and architecture of the Representative for Children and Youth (RCYBC) data warehouse

- Determines business reporting needs from operational areas
- Plans and designs the data warehouse through the application of a standard system development life cycle and business analysis and assessment
- Creates normalized data models using generic and object-oriented modeling techniques by translating logical models to physical models and creating entity-relationship diagrams
- Designs and develops processes and routines to extract, transform and load (ETL) functions using a variety of programming languages (e.g. Visual Basic, SQL-Server and Structured Query Languages) for data warehouse operation
- Guides the generic application of meta-driven environment technology relating to data warehouse and data marts and expands the functionality
- Evaluates data warehouse technologies and analytical methodologies to improve data utility, data access and systems functionality for internal and external stakeholders
- Conducts technical and application risk assessments and develops security level recommendations for staff and systems users to protect personal information and to reduce and/or eliminate identity theft

Develops database and data warehouse operating standards and reporting tools

- Develops and implements standards for the development of data warehouse end-user tool applications
- Defines business rules and ensures consistent application for ongoing updates in the normalized space
- Develops and defines database coding, documentation, naming and quality assurance standards
- Develops reporting tools and applications to monitor and solve data quality deficits

Leads information technology projects and oversees database and data warehouse performance

- Leads the development, analysis, and reporting of information technology project for the installation of the data warehouse architecture
- Leads project teams, develops project plans and identifies deliverables, tracks progress, directs the work of internal and contract team members and monitors performance
- Analyzes and traces data quality deficits in the data warehouse, develops solutions and enhancements to data warehouse functionality to resolve source data problems and/or makes recommendations on upgrades, tuning and configuration changes

- Monitors ETL functions for the data warehouse and responds to errors
- Monitors data quality in the normalized space and defines technical and business metadata
- Implements security controls and performs unit and integration testing

Performs other related duties

- Conducts cost benefit analysis requiring program knowledge and detailed planning to determine the cost of purchasing decisions for new databases, data warehouses and other system technologies
- Develops system and user documentation for training materials to support end user applications

JOB REQUIREMENTS

Education and related experience

Degree in computer science, business or another IT related discipline plus 3 years of *recent related experience; OR

Diploma or certification in computer science, business or another IT related discipline plus 4 years of *recent related experience; OR

Secondary school graduation plus 6 years of *recent related experience

**Recent experience would ideally be within the last five years.*

Related experience to include the following:

- Managing all phases of projects, developing action plans, and leading project teams in technical projects in an enterprise environment
- Assessing customer requirements, developing and implementing technical and business solutions
- Troubleshooting, testing and implementing software and hardware solutions in a large corporate or enterprise level environment
- Coordinating resolution of technical and business problems while managing multiple tasks and priorities
- Providing leadership to highly trained and qualified staff and consultants
- Experience with data modeling, database management, data analysis and Structured Query Language

Preference may be given to applicants with the following:

- Data warehouse design and architecture

- MS SQL Server, MS SQL Server Reporting Services
- In order to achieve a representative team, preference may be given to those applicants with lived experience with the rights of children, youth and/or adults, which could be through the applicant's own identity and/or personal experiences.

Knowledge, skills and abilities

- Strong interpersonal and relational skills
- Excellent written and oral communication skills
- Strong analytical skills
- Experience with all phases of project management

Please note that applicants must be able to successfully meet RCY security screening requirements which include a criminal record check and *Criminal Records Review Act* (CRRRA) check.

COMPETENCIES

BEHAVIOURAL COMPETENCIES

- **Analytical thinking** is the ability to comprehend a situation by breaking it down into its components and identifying key or underlying complex issues.
- **Problem solving** is the ability to identify solutions to difficult or complex issues either relating to business processes or the technology that supports them.
- **Planning, Organizing and Co-ordinating** involves proactively planning, establishing priorities and allocating resources. It is expressed by developing and implementing increasingly complex plans. It also involves monitoring and adjusting work to accomplish goals and deliver to the organization's mandate.
- **Information Seeking** is driven by a desire to know more about things, people or issues. It implies going beyond the questions that are routine or required in the job. It may include "digging" or pressing for exact information; resolution of discrepancies by asking a series of questions; or less-focused environmental "scanning" for potential opportunities or miscellaneous information that may be of future use
- **Listening, Understanding and Responding** involves the desire and ability to understand and respond effectively to other people from diverse backgrounds.
- **Teamwork and Cooperation** is the ability to work co-operatively within diverse teams, work groups and across the organization to achieve group and organizational goals.

- **Flexibility** is the ability and willingness to adapt to and work effectively within a variety of diverse situations, and with diverse individuals or groups. Flexibility entails understanding and appreciating different and opposing perspectives on an issue, adapting one's approach as situations change and accepting changes within one's own job or organization.
- **Service Orientation** implies a desire to identify and serve customers/clients, who may include the public, co-workers, other branches/divisions, other ministries/agencies, other government organizations, and non-government organizations. It means focusing one's efforts on discovering and meeting the needs of the customer/client.

INDIGENOUS RELATIONS COMPETENCIES

- **Indigenous-Centred Service Approach** is a desire to serve Indigenous peoples, focusing one's efforts on understanding their interests in order to increase the quality of the service and produce better outcomes.
- **Cultural Agility** is the ability to work respectfully, knowledgeably and effectively with Indigenous peoples.

For more information on competencies, see:

[Competencies for Interviews & Hiring - Province of British Columbia](#)

[Indigenous Relations Behavioural Competencies - Province of British Columbia](#)