



## CLASS SPECIFICATION

Class Code: 60018157  
Date Established: 07/2020  
Last Reviewed: 11/2024  
Last Revised: 11/2024  
Last Title Change: 07/2020  
FLSA: exempt  
Probation: 12 months

### BUSINESS INTELLIGENCE PROGRAM MANAGER

#### **DEFINITION**

Under direction, develops and guides the management of information as a strategic asset through technology; promotes data driven decision making, resource optimization, and strategic objective creation and measurement through data collection, analysis, and use; and performs related duties as required.

#### **EXPERIENCE AND TRAINING REQUIREMENTS**

Five years of full-time experience with data collection, extraction, transformation, and visualization AND a bachelor's degree from an accredited college or university in geography, geographic information systems, computer information systems, civil engineering, construction management or a closely related field; OR an equivalent combination of training and experience.

#### **LICENSE OR CERTIFICATE**

A valid driver's license is required at the time of appointment and must be maintained for continued employment in this classification.

#### **SUPERVISION EXERCISED**

Exercises direct supervision.

#### **EXAMPLES OF DUTIES** *(The following is used as a partial description and is not restrictive as to duties required.)*

Develop, guide, and implement the management and use of operational information through technology to include asset inventory improvement and maintenance, preventative optimization and quantitative failure analysis, level of service analysis, lifecycle and capital planning analysis, condition assessment coordination, criticality analysis, key performance indicator analysis, and customer satisfaction and effort analysis.

Lead, develop, facilitate, and support implementation of department-wide efforts to ensure the performance management and quality improvement programs are managed using data-driven focus that sets priorities and key performance indicators for improvement.

Develop procedures, research data and best practices; develop forecasting and trending models to maintain an up to date asset management database.

Supervise assigned staff, which includes staff selection; assigning, scheduling, and reviewing work; providing training in proper work methods and procedures; providing professional development, coaching, and mentoring; writing performance evaluations; and implementing discipline and conflict resolution procedures when necessary.

Serve as database administrator; design, implement, manage, integrate, extract, transform, clean, and load data.

Serve as change agent for process improvement, lead training, and be the point of contact for user feedback.

Coordinate with staff to ensure proper business information asset data is collected, and appropriate action is taken to meet department strategic goals.

Make recommendations to management to improve the efficiency of the business intelligence system and oversee the implementation of recommended improvements.

Act as systems administrator for the business intelligence program by overseeing asset management software license agreements as well as by providing development reports on key performance indicators.

Serves as a resource to provide key information related to strategic planning, performance measures, fixed assets, continuous process improvement, budget report and department activity reports to advance department initiatives.

Provide technical support to employees and maintain open communication with internal users.

Mine and analyze data from company databases to drive optimization and improvement.

Function as project manager for complex and integrated business design and re-engineering projects. Lead the entire software development/procurement and implementation process

Develop and manage custom ArcGIS Online mobile applications; coordinate subject matter expert use of application.

Develop and present effective oral and written presentations pertaining to the business information.

## **JOB RELATED AND ESSENTIAL QUALIFICATIONS**

**Full Performance Level** *(These may be acquired on the job and are needed to perform the work assigned.)*

### **Knowledge of:**

Departmental/divisional policies and procedures.

Best management practices related to Community Services Department assets.

Department specific computer software and hardware.

### **Ability to:**

Resolve complex technical issues related to data management and visualization.

Recommend and implement process improvements.

Understand and apply change management techniques.

Understand the strategic data management objectives of the Community Services Department.

**Entry Level** *(Applicants will be screened for possession of these through written, oral, performance, or other evaluation methods.)*

### **Knowledge of:**

Assets and services common to a public works environment such as road systems, storm water conveyance systems, sewer systems, sewer treatment facilities, regional parks and park related facilities, building/facilities and related systems.

Techniques for effective data storytelling and creating interactive dashboards.

Data Manipulation and Analysis, ETL (Extract, Transform, Load), data pipelines, and data engineering.

Descriptive and inferential statistics, probability theory, and linear algebra.

Data visualization tools (Power BI, Tableau, Esri).

ArcGIS Desktop and server applications.

Asset management software systems related to public works.

GPS hardware, data collection, data management, and data integration techniques.

Principles and practices of effective supervision including leadership, motivation, development, team building, conflict resolution, employee training, performance evaluation, and discipline.

**Ability to:**

Identify opportunities for improved decision making through efficient information systems.

Utilize asset management forecasting and trending models.

Evaluate the asset management program to determine the effectiveness in meeting strategic goals.

Select, supervise and evaluate the performance of assigned staff.

Troubleshoot database, hardware, or software issues.

Read and interpret technical specifications, plans, maps, and engineering drawings.

Read and interpret diagrams, schedules, and other forms of instruction.

Analyze and interpret general business periodicals, professional journals, technical procedures, and government regulations.

Maintain administrative, fiscal, and general records.

Explain technical information to staff in a concise and understandable manner.

Write clear and accurate technical reports and procedural manuals.

Deliver oral presentations to staff, clients, customers and the general public.

Establish and maintain effective working relationships with internal and external customers, vendors, other government agencies, department staff and representatives of other departments.

**SPECIAL REQUIREMENTS** *(Essential duties require the following physical skills and work environment.)*

Ability to work in a professional office environment. Ability to walk on uneven and slippery surfaces. Ability to work under a variety of environmental conditions involving exposure to heat, cold, the elements, dust, grease, noise, and chemicals. Ability to lift and move objects weighing up to 25 lbs. Ability to use cameras, video cameras, audio/video equipment, computers, telephones, printers, copiers, and FAX machines.

*This class specification is used for classification, recruitment, and examination purposes. It is not to be considered a substitute for work performance standards.*