



Data Analyst Full Time; One Year Fixed Term (38.75 hours/week)

Calgary Health Foundation is a philanthropic organization established in 1996 to unite donors, hospitals, health care providers and community partners with the ambitious aim of revolutionizing health outcomes. Together, we continue to transform lives by establishing extraordinary health programs — early stroke intervention, a world class urology clinic and brain institute, precision neonatal care and advanced trauma centres. Through collaboration, unrelenting persistence and a sharp focus on care, wellness and research, we are unyielding in our efforts to ensure Calgarians receive the most progressive health care in the world — because our loved ones and yours deserve nothing less.

THE ROLE

Reporting to the Senior Director, Strategic Giving, the incumbent will be a recognized specialist in data management and data analysis best practices. The incumbent will be an analytical individual with the technical aptitude and experience to support all technical and operational functions as well as processes used in conjunction with the fundraising data. Key responsibilities will include management and maintenance of the Database, data quality management, as well as extraction of meaningful data via ad-hoc queries, analytical reports and custom application development.

This individual will also play an advisory and support role for philanthropy staff and as such will be required to demonstrate excellent communication skills as well as a high level of competence and professionalism under moderate to high pressure.

KEY RESPONSIBILITIES

Responsibility 1 (60 %):

Database Management

- Keep up to date on trends and innovation in technology in the health fundraising sector
- Maintain an active awareness of best practices of data governance, data quality and data management, specifically in the fundraising domains
- Create and maintain the framework that meets data objectives for the department; establishing and maintain data governance guidelines and standards
- Perform all duties in order to ensure the accuracy and integrity of the Database; accurately input data according to correct business processes and standards and assists other users to do the same
- Design and implement business process to capture and maintain data
- Develop data quality metrics that identify gaps and ensure compliance with standards across the enterprise; perform routine maintenance queries and related tasks to keep the database clean and up to date

- Creates customizations in the Database to apply business rules
- Design and develop customized solution to address specific business problems and create automations; work closely with IT to manage the custom applications
- Assist with system set up and configuration for new users; add users to the database and set up appropriate security and functionality levels
- Perform testing of new modules and enhancements to the database

Responsibility 2 (20%)

Data Management & Analysis

- Identify problematic areas and conduct research to determine the best course of action to correct the data
- Identify, analyze, and interpret trends or patterns in complex data sets
- Identify data elements needed to capture business processes
- Based on user requests, perform ad-hoc data extraction from the Database, establishing standards and best practices for data extraction and presentation of information to address ad-hoc query request
- Perform mass data upload/data entry, work with employees to ensure data is entered into the database correctly and accurately
- Perform complex technical tasks, including queries, exports, imports and mailings on behalf of the Philanthropy team; provide efficient service and consultation to staff across campus with respect to coordinating and/or performing these and other database functions
- Design and develop reports based on user requirements

Responsibility 2 (20%):

Relationship Management

- Work with the Senior Director, Strategic Giving to create an effective work environment by developing a common vision, setting clear objectives, encouraging teamwork, recognizing outstanding performance, and maintaining open communications
- Prepare and analyze department plans and reports
- Assist with monitoring of requests; respond in a timely manner to requests for support according to the needs and abilities of the staff; troubleshoot on complex issues; develop positive working relationships with Calgary Health Foundation staff
- Contribute to one on one and small group training as required
- Produce technical and user documentation related to solutions, reports and business processes
- Respond to the concerns raised by staff and work closely with Calgary Health Foundation staff in finding a resolution

Other duties as assigned.

QUALIFICATIONS AND EXPERIENCE

- Post-secondary education with five or more years of progressive experience using Raiser's Edge, as well as other related experience in data management and reporting.
- Knowledge of relational database management concepts and experience with relational database management system especially familiarity with preparing queries, exports, imports and mailings.

- Advanced skills in data visualization and working with Power BI considered an asset.

ATTRIBUTES AND ABILITIES

- Ability to accurately and efficiently enter information into the database is a critical skill; accuracy and attention to detail is essential, with the ability to spot errors and inconsistencies in data and reports
- Knowledge of data management and data extraction best practices is an asset
- Experience in problem solving and troubleshooting in a team environment; demonstrate effective team skills such as listening, sharing information, group decision making
- Excellent communication skills, both verbal and written
- Excellent listening and interpretive skills
- Ability to remain positive and confident under pressure
- Ability to interact in a highly professional manner and build good relationships with clients and team members
- Ability to handle and prioritize multiple tasks; must be able to assess deadlines and schedule own work appropriately
- Excellent documentation skills is required
- Business analysis and project management experience is an asset

WORKING CONDITIONS

- Travel to various sites around Calgary required; access to a reliable vehicle required
- Some early morning, evening and weekend work may be required
- Long periods of sedentary computer work required

APPLICATION INFORMATION

Salary Range: \$59,000 - \$89,000 per year, depending on the candidate's skills and qualifications.

Please note that all Calgary Health Foundation employees are required to provide proof of full COVID-19 immunization upon hire as a condition of employment.

We thank all applicants for their interest in this role and Calgary Health Foundation; please note that we will only be contacting candidates selected for an interview.

To explore this opportunity further, please send your resume and cover letter, in confidence, no later than November 15, 2022 to:

Rosaline Akinokun
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