Alberta College of Pharmacy

**Business Intelligence Analyst
(full-time, permanent)**

Reporting to the Information Management and Technology Director, the Business Intelligence Analyst is responsible for advancing the Alberta College of Pharmacy's (ACP) business intelligence strategy and roadmap, managing ongoing business intelligence (BI) initiatives, and using data to provide business insights for data-driven decision-making. The BI Analyst is also responsible for fostering a data-intelligent culture and interacting with key internal partners to determine and support their needs for operational reporting, data visualizations and dashboards, and training to effectively use business intelligence platforms.

The role requires a diverse blend of business acumen and leadership, along with a strong capability in technical architecture, design, development, project execution and ongoing support. It is an exciting role that will help equip ACP with the BI needed to achieve its vision of healthy Albertans through excellence in pharmacy practice.

Key responsibilities

The leadership side of business intelligence

- Advise and advocate for the development of a data-intelligent culture within ACP.
- Collaborate with leaders at ACP to develop BI strategies that support data-driven decision making.
- Work with various internal partners on the identification and development of key performance indicators (KPIs) to be used to evaluate regulatory activities and to monitor the surrounding environment impacting pharmacy practice.
- Advise, architect, and implement solutions required to support ACP's strategic plan.
- Proactively analyze data collected and help the business to find relevant trends in information that will bolster effective business decision-making.
- Develop relationships with external custodians of data able to provide ACP access to relevant supporting information for analysis purposes.

The technical side of business intelligence

- Develop
    - dashboards to monitor KPIs;
    - standard operational reports;
    - self-serve reporting and analytical capabilities for end-users;
    - ad-hoc query tools for business users; and
    - reporting standards and work with the communications department to design ACP-branded reporting.
- Integrate data from various sources to develop a single source of truth.
- Continually review and analyze the BI systems deployed to ensure they are being fully utilized to support operational and strategic plans.
- Look for ways to improve, automate, and reduce manual steps in BI systems to create better efficiencies within the organization.
- Ensure access to BI is timely, secure, relevant, and accurate.
- Design, develop, and maintain ACP's data warehouse.
- Develop a data dictionary to define standardized data elements within the BI environment.
- Ensure that IT procedures are developed and documented to ensure that systems are efficiently supported, and knowledge for that reason is captured.
- Facilitate preparation, testing, and deployment of service packs, hot fixes, and updates to information systems to ensure they are compliant and secure as per the vendor recommendations.

The project side of business intelligence

- As required, fully manage small to medium-sized BI technology projects.
- Participate in projects as a leader, stakeholder, or technical resource.
- Support the defining of requirements, architecture, design, estimation, documentation of processes, and technical documentation.
- Develop test strategies, test cases, and assist internal partners with user acceptance testing.
- Develop deployment strategies, deployment execution, and deployment documentation.

About you

- You are customer service focused with excellent communication skills, including the ability to listen effectively and articulate ideas to both technical and non-technical audiences in a clear, respectful, and professional manner.
- You hold yourself accountable for completing projects and responsibilities; driven to meet commitments.
- You can manage multiple projects and issues concurrently.
- You're analytical with the ability to use multiple techniques to identify and evaluate solutions.
- You're detail oriented with excellent written communication skills to document user needs and technical configuration.
- You are focused on collaboration, innovation, and supporting change management.
- You're committed to lifelong learning and professional development; you eagerly stay on top of trending issues and advances in the IT world.
- You're positive and fun!

Qualifications & experience

- Degree in computer science, business, or related field.
- Three to five years' experience in a similar role.
- Experience working with database technologies and data structures (e.g., SQL, ERD).
- Experience in developing enterprise dashboards, reports, datamarts, cubes, and queries.
- Demonstrated experience with consolidating disparate data sources and distilling information for the intended purpose.
- In-depth experience with Tableau and Microsoft SQL required.
- Experience with dashboarding and reporting in ServiceNow is an asset.

An equivalent combination of education and experience will be considered.

How to apply

Along with your resume, please submit a cover letter outlining why you're interested in the opportunity and how your work experience has prepared you to succeed in the role. Submissions without a cover letter will not be considered.

By applying for this position, you are confirming you possess either Canadian Citizenship, permanent resident status, or a valid work permit. Please note that the successful candidate will be required to provide a Criminal Record Check satisfactory to the Alberta College of Pharmacy (ACP) and proof of full immunization against COVID-19.

This job posting will remain open until a suitable candidate is found. We thank all applicants for their interest in ACP, however, only those selected for an interview will be contacted.

Contact

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Healthy Albertans through excellence in pharmacy practice