

New

Ministry

Infrastructure

Describe: Basic Job Details

Position

Position ID

Position Name (200 character maximum)

Data Specialist

Requested Class

Program Services 4

Job Focus

Operations/Program

Supervisory Level

00 - No Supervision

Agency (ministry) code

Cost Centre

Program Code: (enter if required)

Employee

Employee Name (or Vacant)

Vacant

Organizational Structure

Division, Branch/Unit

Properties, Property Management, PMPI

☒ Current organizational chart attached?

Supervisor's Position ID

Supervisor's Position Name (30 characters)

Manager Corporate Projects

Supervisor's Current Class

Manager (Zone 2)

Design: Identify Job Duties and Value

Job Purpose and Organizational Context

Why the job exists:

The Corporate Projects Team supports the Property Management Branch in the operations and maintenance of more than 1,500 buildings across the Province of Alberta. Corporate Projects connects data between various systems, tools and processes to support efficient planning, provide data analytics, and contribute to informed decision making.

The Data Specialist role manages and administers software systems used by Property Management Branch staff to support the planning, prioritization, and delivery of capital maintenance and renewal projects in Infrastructure owned and occupied assets. This position is crucial for defining and monitoring compliance to data standards and policies with the goal of directing available funding to the highest priority maintenance work.

This role is responsible to provide essential technical support and training to facility operations staff, including external property management contractors, and bridges the gap between facility operations staff, maintenance advisors, business analysts, technical software consultants, and Infrastructure's Facility

Evaluations team (including external auditors).

A key focus of this role is working with facility operations and maintenance advisors to define data governance standards and policies, and facilitate the implementation of and adherence to these standards to achieve data integrity and accurate maintenance planning. The role also involves developing and delivering training programs to enhance user proficiency and support the adoption of new technologies and/or business processes. Furthermore, the Data Specialist ensures these systems are functional for and accessible to users, and is responsible for working with technical software consultants to communicate system issues and troubleshoot solutions.

The position will be vital for preparing for and supporting the transition to new software applications, including migrating facility maintenance data, developing documentation, providing input into changing business processes, and training users to ensure continuity and efficiency in business operations.

Overall, the Data Specialist is essential for optimizing the use of technology and data within the organization, driving continuous improvement, and supporting the strategic goals of the Property Management Branch.

Responsibilities

Job outcomes (4-6 core results), and for each outcome, 4-6 corresponding activities:

1. Provide system administration, user access, and program resources for maintenance planning software systems in support of the planning of capital maintenance and renewal projects

- Manage and administer software systems used by Property Management to plan, prioritize, approve and record completion of capital maintenance and renewal (CMR) projects
- Develop inventory approach to ensure building systems identified in software systems accurately reflect the current state of each facility
- Provide technical software system support for existing software systems (currently VFA and RAP), participate in system configuration, updates, testing, and training, as well as maintain the user access policy
- Participate in the assessment of potential replacement software systems, including the preparation to transition data and processes to a new software systems with minimal impact on facility operations
- Develop and maintain supporting resource documentation for existing software systems and applications
- Participate in year end software system processes as required

2. Establish data standards and policies, monitor data integrity, and actively manage data quality

- Develop and implement data management policies and procedures, including strategic and cyclical approaches to improve and maintain data quality in planning capital maintenance and renewal projects
- Define and monitor compliance with data standards and policies, in consultation with key stakeholders (including Government of Alberta's Information Management and Technology policies, among others)
- Monitor and analyze data to identify trends, issues and opportunities for improvement, including proposing solutions to data quality issues
- Work with Infrastructure's Facility Evaluation team to determine how the facility condition assessment program will be rolled out for Property Management Branch, and coordinate between the Facility Evaluation team, external auditors, and facility operations staff during each audit

3. Train and support facility operations staff on software systems and maintenance planning processes

- Provide oversight and coaching to staff who are responsible for keeping capital maintenance planning systems up to date
- Develop and deliver training programs (eCourses and/or virtual workshops) for existing software systems to support the Capital Maintenance and Renewal program and train facility operations staff, including external property management contractors
- Provide ongoing support and consultation workshops to facility operations staff, ensuring they can use existing software systems to maintain buildings

4. Coordinate IT Support for technical issues experienced by facility operations staff in maintenance planning software systems

- Troubleshoot and resolve issues experienced by Property Management Branch staff for relevant software applications
- Initiate, coordinate, track, and complete testing for technical software issues in collaboration with technical software consultants and others as needed
- Develop and maintain user access policies and procedures, including processing user requests for system access

Problem Solving

Typical problems solved:

- Identify root causes of data issues, including reviewing adherence to data standards and policies
- Improve confidence and ease for users of the system/application
- Identify and troubleshoot issues with existing software systems and business applications
- Monitor and flag errors in data uploads to software systems

Types of guidance available for problem solving:

- Guidance and support from Manager and Business Operations Analysts regarding maintenance planning processes and program deliverables/responsibilities
- Input and guidance from Building Support staff regarding building system maintenance considerations
- Technical support on the maintenance planning software systems from the Facility Evaluation team, and external technical system consultants
- Existing manuals and system documentation

Direct or indirect impacts of decisions:

- Decisions of the Data Specialist will directly impact data integrity and prioritization of the capital maintenance and renewal program for all government owned buildings
- Decisions will also affect the proficiency of facility operations staff and other Property Management Branch staff in the existing software systems and related business processes
- Decisions will affect the overall condition and performance of the software systems the Data Specialist supports

Key Relationships

Major stakeholders and purpose of interactions:

- Corporate Projects manager and colleagues - provide status updates, assess program and system risks, raise awareness of significant risks, collaborate with colleagues, and share information to support the safe and functional operations of assets
- Property Management Branch staff (facility operations staff, project delivery staff, and technical/program support staff) - training, support, and data management
- External property management contractors - training, support, and data management
- Facility Evaluations Program staff - data management and system issues
- Finance - Capital Assets staff - access to system data
- External IT contractors - data management and system issues

Required Education, Experience and Technical Competencies

Education Level	Focus/Major	2nd Major/Minor if applicable	Designation
Bachelor's Degree (4 year)	Other		

If other, specify:

Computer and Information Science

Job-specific experience, technical competencies, certification and/or training:

Education and Experience

- University graduation in a related field is a requirement (computer information science, business administration, mathematics/statistics, engineering, political science, etc.) plus a minimum of five (5) years progressively responsible related experience
- Graduate degree in a related field is an asset

Equivalencies will be considered: directly related education or experience will be considered on the basis of one year of education for one year of experience, or one year of experience for one year of education

- Experience with capital maintenance planning software (such as VFA), or related software, is a requirement
- Experience in data management is a requirement
- Experience with facilitation is a requirement
- Experience with other building system software is an asset
- Experience and knowledge of building maintenance (capital maintenance and renewal, or other) is an asset
- Experience with building classification systems is an asset
- Experience and knowledge of construction and/or project delivery is an asset
- Experience with data analysis is an asset
- Experience in advanced use of Microsoft programs is an asset
- Experience with creation of eCourses is an asset

Technical Competencies, Certification, and/or Training

- Advanced knowledge of data management practices
- Knowledge of approaches and methods for developing and delivering training to different audiences
- Excellent and innovative communication skills to translate complex information in a concise, easy to understand manner
- Ability to continuously assess and identify opportunities to improve processes
- Well developed time management and organization skills
- Problem solving and innovative thinking about how to creatively troubleshoot issues for stakeholders

Behavioral Competencies

Pick 4-5 representative behavioral competencies and their level.

Competency	Level					Level Definition	Examples of how this level best represents the job
	A	B	C	D	E		
Systems Thinking	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Considers inter-relationships and emerging trends to attain goals: <ul style="list-style-type: none"> • Seeks insight on implications of different options • Analyzes long-term outcomes, focus on goals and values • Identifies unintended consequences 	Considers the impacts of data standards on the overall program of capital maintenance and renewal planning and prioritization and related business deliverables, processes, applications, and participants
Creative Problem Solving	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Focuses on continuous improvement and increasing breadth of insight: <ul style="list-style-type: none"> • Asks questions to understand a problem • Looks for new ways to improve results and activities • Explores different work methods and what made projects successful; shares learning • Collects breadth of data 	Continuously assesses programs, processes, and evolving priorities to identify opportunities to adjust approach to system and data management

		and perspectives to make choices	
Build Collaborative Environments	<input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	Facilitates open communication and leverages team skill: <ul style="list-style-type: none"> • Leverages skills and knowledge of others • Genuinely values and learns from others • Facilitates open and respectful conflict resolution • Recognizes and appreciates others 	Builds professional relationships with colleagues and stakeholders to keep lines of communication open as one method of assessing need for adjustments or improvements to system and/or data management