

## New

Ministry

Technology and Innovation

## Describe: Basic Job Details

## Position

Position ID

Position Name (30 characters)

Contact Centre Data Analyst

Requested Class

Systems Analyst Level 2

Job Focus

Operations/Program

Supervisory Level

00 - No Supervision

Agency (ministry) code

Cost Centre

Program Code: (enter if required)

## Employee

Employee Name (or Vacant)

## Organizational Structure

Division, Branch/Unit

☐ Current organizational chart attached?

Supervisor's Position ID

Supervisor's Position Name (30 characters)

Supervisor's Current Class

## Design: Identify Job Duties and Value

## Job Purpose and Organizational Context

Why the job exists:

The Technology and Innovation (T&I) Ministry supports Government of Alberta (GoA) departments with information management and technology (IMT) leadership and expertise in IMT services delivery, security, and corporate investment management that enable the GoA to meet business goals and objectives. The T&I organization uses a one-government approach to IMT governance, decision-making and service delivery across the GoA, while balancing individual client needs.

The Business and Technology (BTO) branch creates, maintains, delivers and continually improves IT services consumed by clients, including audit, development, infrastructure, integration, maintenance, operations, platforms, project delivery, quality, service design, service desk, and telecommunications.

This position is critical to support of all GoA contact centres and the Albertans they serve, enabling data-driven decision-making and supporting advanced analytics to ensure efficient and responsive operations.

Reporting to the Manager Contact Centre Business Support, this role involves gathering, cleaning, and maintaining large volumes of contact centre data to ensure accuracy and usability for analytics and AI tools.

The Data Analyst will be responsible for enhancement of the contact centre platform and its reporting platform and identifies the opportunities to use AI where necessary.

The Data analyst will analyze the data generated from the contact centre and identify, evaluate and recommend

opportunities of improvement and defines and monitors AI performance metrics, validates model accuracy, and prepares data for advanced analytics. Integrating data from CXone and ServiceNow platforms, the analyst provides a comprehensive view of client journeys and service interactions.

The Data analyst will develop, automate, and enhance dashboards and reports to deliver actionable insights on service metrics, performance, and trends, while analyzing data to identify gaps in service delivery and recommending opportunities for improvement.

The analyst communicates insights and recommendations clearly to stakeholders, helping them understand complex data and make informed decisions. Working closely with technical teams, the analyst supports platform upgrades and enhancements, ensuring solutions are scalable, reusable, and aligned with business needs. Participation in agile teams, project activities, and process improvement initiatives is expected, along with providing expertise on emerging trends in contact centre analytics and business intelligence, and helping build data literacy within the team and organization.

This role is essential for leveraging data and analytics to drive operational excellence, support innovation, and deliver high-quality service to Albertans through GoA's contact centres.

## Responsibilities

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

### Data Analysis & Reporting:

- Gather, clean, and maintain large volumes of contact centre data to ensure accuracy, reliability, and usability for analytics and AI tools.
- Integrate data from different platforms such as CXone, ServiceNow and provide a comprehensive view and service interactions.
- Collaborate with stakeholders to understand contact centre data and provide report, insights, matrices.
- Responding to ministry staff inquiries and acting as the point of contact for all the reporting needs.
- Draft, test, and review data model scripts.
- Analyze data to identify gaps in service delivery, recommend opportunities for improvement, and support continuous enhancement of contact centre operations.
- Determine the innovative and efficient solutions to the gaps that are identified by data analytics.
- Help develop and maintain data model documentation including standards.
- Draft and review reports, visualizations, and dashboards.
- Help develop and maintain reporting and visualization documentation including standards.
- Support the Contact Centre Manager and Director to prepare briefings and presentations based on insights, matrices, visualizations, and key indicators.

### Service Operations & Support:

- Participate in design session for requests related to contact centre platform enhancements.
- Recommend reusable, patterns-based solutions/services on the platform where there is strategic alignment and fit.
- Be part of the agile team to work on assigned stories and tasks.
- Assess the impact of changing technology on data models and develop strategies for implementation.
- Work with the Contact Centre Manager and technical team to establish standards, technical documentation, and processes.

### Client Service & Collaboration:

- Work with business clients, technical team, business support team to determine the client need.
- Work with business areas and other stakeholders to support the design, development, acceptance testing and

implementation of solutions that simplify, improve, automate business operations.

- Communicate insights and recommendations clearly to stakeholders, helping them understand complex data.
- Drawing on extensive knowledge of contact centre business and support projects from inception to completion.
- Participate in projects as a technical resource, ensure data risks and obstacles are communicated and understood, participate in post implementation review, provide status report.
- Provide expertise on emerging trends in contact centre analytics and business intelligence and help build data literacy within the team and broader organization.

#### **Continuous Improvement:**

- Participate in process improvement activities.
- Identify service improvements on the delivery of service for continual improvement.
- Cross train the other contact centre team members on technical items, data models, visualizations etc. to ensure business continuity.

While prior AI experience is not required, we're looking for candidates with a strong interest in emerging technologies and a genuine enthusiasm for improving and automating time consuming processes. The ideal candidate should be eager to learn AI to summarize data, identify anomalies, detect outliers etc.

### **Problem Solving**

Typical problems solved:

- Understand the business needs and goals and design, develop, and implement the stories, features etc. for the contact centres solution following GOA standards, contact centre enterprise vision and best practices.
- Implement changes to contact centre service following proper incident, problem, and change management practices ensuring service objectives, business rules, organizational policies and user needs are addressed accordingly.
- Evaluate the diverse reporting needs of contact centres and design and develop reports according to the needs.
- Respond to the inquiries from different stakeholders about the contact centre data and keeping them informed about the key insights, matrix, gaps, etc..
- Research technologies and stay current with contact centre industry best practices and innovations. Provide recommendations relating to the implementation and continuous improvement of the contact centre platform and processes.
- Liaises with virtually all ministries, and may liaise with multiple levels of government, and vendors and provide advice, expertise and support on the contact centre processes, and best practices.
- Supports projects and activities that often involve multiple stakeholder. Participate in scrums and planning meetings.

Types of guidance available for problem solving:

- Manager, Director support.
- Peer support from the technical team and business support analysts.
- Resources and materials already created for the contact centre service such as best practices, training site, business process documents etc.
- Contact Centre industry and best practice resources.

Direct or indirect impacts of decisions:

This position impacts the design of the contact centre service and all 75+ contact centre stakeholders.

### **Key Relationships**

Major stakeholders and purpose of interactions:

Contact Centre Technical Team Members and Leads - Collaborates with the team on changes, design, scripts, processes, support and recommendations.

Contact Centre Manager - Consults with and provides updates to Manager about ongoing status of on-going activities, recommendations, and findings.  
 BTO Executive Director and Director - Provides updates about the ongoing status of activities, seeks decisions.  
 Representatives from other TI areas - Collaborates and Liaison with and provides related updates.  
 Cross Ministry - Liaison with other ministries contact centre business areas and engage in technical and reporting discussions, provide recommendation, advise, training and exchange information.

## 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 Science/Information Technology

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

The Contact Centre Data Analyst role requires:

- Extensive use of analytical, planning, organization, evaluation, and problem-solving skills.
- Advanced understanding of Contact Centre technologies including Telephony Cloud Solutions.
- Well-developed skills and knowledge of the technical components, data analytics, visualizations etc.
- Strong analytic skills related to working with structured and unstructured data (JSON-style data).
- knowledge of Contact Centre business operations and data.
- Strong knowledge of change management and information management methodologies.
- Broad understanding of the technical environment and linkages between systems
- Strong technical, data interpretation, analytical and problem-solving skills.
- Ability to detect and repair problems, independently and quickly.
- Ability to work well in a team environment, take direction, mentor and support team members and work within deadlines is essential.
- Ability to communicate effectively to staff with a varying degree of systems understanding (none to expert).
- Ability to positively influence, negotiate and to obtain commitment of others.
- Ability to function under pressure on several projects simultaneously and to meet time frames.
- High level of motivation, creativity, and initiative.
- Ability to research issues accurately to identify and solve problems.
- Strategic perspective - ability to identify the outcomes and impacts.
- Ability to prepare professional presentations and training materials and conduct training sessions.

NICE to Have:

- Experience in NICE InContact.
- Experience in ServiceNow.
- Advanced working knowledge of database languages (SQL) and experience working with relational databases, query authoring (SQL) as well as working familiarity with a variety of databases.

## 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		
Creative Problem Solving	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<b>Engages the community and resources at hand to address issues:</b> <ul style="list-style-type: none"> <li>• Engages perspective to seek root causes</li> <li>• Finds ways to improve complex systems</li> <li>• Employs resources from other areas to solve</li> </ul>	Able to work independently or with a team of analyst to resolve complex problems  Pro-actively identifies and implements efficiencies  Performs root cause analysis and identifies preventative measures

		<p>problems</p> <ul style="list-style-type: none"> <li>• Engages others and encourages debate and idea generation to solve problems while addressing risks</li> </ul>	
Develop Networks	○ ● ○ ○ ○	<p>Works on maintaining close relations with all stakeholders:</p> <ul style="list-style-type: none"> <li>• Identifies key stakeholder relationships</li> <li>• Has contact with range of interested parties</li> <li>• Actively incorporates needs of a broader group</li> <li>• Influences others through communication techniques</li> </ul>	<p>Ensure active communication with the business stakeholder.</p> <p>Identify knowledge gaps and pro-actively seeks learning opportunities. Mentor junior staff members and shares new learnings with team.</p>
Agility	○ ○ ○ ● ○	<p>Proactively incorporates change into processes:</p> <ul style="list-style-type: none"> <li>• Creates opportunities for improvement</li> <li>• Is aware of and adapts to changing priorities</li> <li>• Remains objective under pressure and supports others to manage their emotions</li> <li>• Proactively explains impact of change on roles, and integrates change in existing work</li> <li>• Readily adapts plans and practices</li> </ul>	<p>Able to adapt approach to a situation in an environment where variable frequently change.</p> <p>Able to make decisions and communicate under pressure.</p> <p>Understands barriers and can innovate to overcome challenges.</p>
Systems Thinking	○ ○ ● ○ ○	<p>Takes a long-term view towards organization's objectives and how to achieve them:</p> <ul style="list-style-type: none"> <li>• Takes holistic long-term view of challenges and opportunities</li> <li>• Anticipates outcomes and potential impacts, seeks stakeholder perspectives</li> <li>• Works towards actions and plans aligned with APS values</li> <li>• Works with others to identify areas for collaboration</li> </ul>	<p>Understand the unique business needs and goals and provide advise, expertise and support based on the best practices and enterprise processes. Align the processes with the enterprise vision.</p> <p>Evaluates potential solutions and considers implications.</p> <p>Understands complex environments and can anticipate how each component could be impacted when making changes.</p>