New

Ministry

Public Safety and Emergency Services

Describe: Basic Job Details

Position

Position ID

Position Name (30 characters)

Data Quality Analyst

Requested Class

Job Focus

Supervisory Level

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 Sheriff Branch, as a law enforcement agency, has requirements to document all events, incidents, and interactions with stakeholders, members of the public, other enforcement agencies, prisoner movements and security concerns. The Alberta Public Safety Application (APSA) enables the Branch to utilize a current, state-of-the-art Records Management System (RMS). The APSA system requires a Data Quality Analyst to ensure that the data in the system is accurate and up to date. The Data Quality Analyst (DQA) position is responsible for the quality of the data entered, stored, and disposed within APSA.

Reporting to the Digital Records Management Coordinator, this position exercises decision making and judgment, provides user training and feedback, and is the subject matter expert in regards to APSA data quality, with knowledge of the applicable legislation, policies & procedures, the Criminal Code, the Canadian Charter of Rights and Freedoms, and all provincial and federal statutes.

Responsibilities

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

In-depth knowledge of the RMS
- Have and maintain advanced knowledge of data quality policies, procedures, and the APSA infrastructure including the RMS, the Computer Aided Dispatch (CAD) software, Eticketing, and other interfaced applications.

- Provide the Sheriffs Branch and other APSA domain users with subject matter expert opinions and advice in regards to data quality management
- Develop, maintain, and document the business processes, workflows, and parameters for all users of the RMS.
- Provides data quality training to the Branch and other domains, ensuring that the most up to date processes are aligned with associated policies.

Monitor and complete all tasks sent to the Data Quality Unit
- Manage Entity links, deleting or creating links as needed to improve data accuracy.
- Merge duplicate Entities, Occurrences, Addresses, and Organizations as-needed to improve data accuracy.
- Review reports that are submitted or approved by a supervisor or manager to ensure the reports are aligned with data quality policy.
- Utilize secondary databases, investigative files, and other sources to identify verified information

Develop, run, and action regular reports
- Assist in developing Business Intelligence (BI) reports to identify mis-coded, mis-classified, un-indexed, incomplete or incorrect data, orphaned entities, duplicated entries, or unlinked objects
- Use the generated reports to action the changes required to correct the issue identified
- Identify any areas of repeated issue and take steps to address the root cause

APSA user management
- Receive and action notifications of personnel and unit change requests for RMS and SmartSquad users.
- Receive and action notifications of unit and station change requests for CAD entities
- Manage role assignments and removals for RMS users.
- Provide the resetting or "unlocking" of locked tasks for RMS users.
- Manage Access Control Level (ACL) privileges to authorized RMS users

Problem Solving

Typical problems solved:

Frequently be asked to reconcile conflicting pieces of information, and must have the skills and abilities to determine what information is correct, within the context of how the data was collected and how it will be used.

Encounter problems where business unit workflows result in inaccurate or incomplete data entries, and must be able to formulate a strategy to address those workflows.

Required to make decisions about what RMS users have access to highly sensitive information.

Must make data quality decisions in regards to the validity of information being entered onto the RMS, and must regularly assess other systems to find the correct information.

Provide subject matter expert opinions when asked about areas that are not clearly documented or theoretical.

Types of guidance available for problem solving:

The DQA will develop and maintain policy documents and resources for the Branch and other APSA users. There are some limited user manuals from the vendor, however they don't provide any Sheriff-specific instructions.

The position's supervisor and manager will be able to provide direction and recommendations for best practices

Direct or indirect impacts of decisions:

The position's decisions for internal stakeholders are significant, as they will directly affect the workload and processes used by staff throughout the entire Sheriffs Branch, when it comes to APSA data quality. The position will set data quality standards, provide training, and give feedback to the entire Branch on matters touching APSA data quality

The position's decisions for external stakeholders are significant, as inaccurate, misinterpreted, or improperly entered data could result in financial loss, property damage, civil lawsuits, and grievous bodily harm or death to members of the Branch, our stakeholders, and the public.

Key Relationships

Major stakeholders and purpose of interactions:

The position will interact with Sheriff Branch members in all areas on a daily basis. They will also be responsible for answering questions pertaining to data quality and providing training. If any meetings or working groups within the Branch are formed that require a data quality component, this position will be utilized.

This position will interact with other APSA domain users on a frequent daily basis. They will also be responsible for answering questions pertaining to data quality and providing training to the other domain users.

This position interacts with external law enforcement agencies throughout the Province and country on a daily basis, sending and receiving queries, calling other agencies to get detailed information, and sending emails.

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:

Any

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

University graduation in a related field; no experience required; or equivalent as described below.

Equivalency: Directly related education or experience considered on the basis of:

▫ 1 year of education for 1 year of experience; or

▫ 1 year of experience for 1 year of education

The position also requires in-depth knowledge of:

- Applicable Ministry policies, Branch policies and SOP(s), as well as all applicable provincial and federal legislation for applicable domains
- JOIN, ROADS and other related law enforcement software
- Working knowledge of all the business processes of the various units within the domain owners that utilize the RMS to report occurrences and document information.

Key attributes for the position include:

- Effective decision making and problem solving skills
- Effective interpersonal communication and conflict resolution
- The ability to work with little daily supervision
- The ability to multi-task and work under stringent timelines

The position must demonstrate proficiency with computer applications, interpersonal communication skills, and have experience with developing and delivering training.

Behavioral Competencies

Pick 4-5 representative behavioral competencies and their level.

Competency	Level A B C D E	Level Definition	Examples of how this level best represents the job
Agility	◉ ○ ○ ○ ○	Understands need for change and manages own emotions: • Uses common sense and past experience to approach ambiguous problems • Prevents emotions from affecting others negatively • Looks for information on changes • Open to new ideas and helping co-workers	The Data Quality Analyst must be able to quickly relate several databases in order to make decision on outcomes that effect subjects rights and freedoms. In situations were the information does not line up the Data Quality Analyst will need to resolve the issue to the best of the ability by locating the required information.
Drive for Results	○ ◉ ○ ○ ○	Works to exceed goals and partner with others to achieve objectives: • Plans based on past experience • Holds self and others responsible for results • Partners with groups to achieve outcomes • Aims to exceed expectations	The Data Quality Analyst works with minimal supervision and is expected to maintain the necessary outcome of work. Tasks are time sensitive and must be accurate to ensure e ensuring subjects are not wrongfully arrested. The Data Quality Analyst will teach and guide users on the correct usage of the systems.
Develop Networks	○ ○ ◉ ○ ○	Leverages relationships to build input and perspective: • Looks broadly to engage stakeholders • Open to perspectives towards long-term goals • Actively seeks input into change initiatives • Maintains stakeholder relationships	The Data Quality Analyst will maintain good relations internally and externally with other agencies to maintain information is held at the highest and most accurate standard.
Systems Thinking	○ ○ ◉ ○ ○	Takes a long-term view towards organization's objectives and how to achieve them: • Takes holistic long-term view of challenges and opportunities • Anticipates outcomes and potential impacts, seeks stakeholder perspectives	The decisions the Data Quality Analyst makes have implications over a very long time-span, most law enforcement records are held for periods up to 25 years. The management and best practices of the data must reflect that timeline and anticipate future

		• Works towards actions and plans aligned with APS values • Works with others to identify areas for collaboration	changes and challanges