

Manager, Automation & Business Intelligence Permanent, Full Time

At United Way of Calgary and Area, we believe that united, we make the biggest difference. We're strongest when we come together to improve local lives and communities—and when we come together as a team, we passionately propel our mission forward. We're currently looking for a Manager, Automation & Business Intelligence (BI) to join our dynamic Transformation team.

Reporting to the Director of Data and Information Technology, this role will contribute to the development of the strategy to improve organizational efficiency using automated services, workflows, and tools. The role is also responsible for supporting the strategy to enable data-driven decision-making and use data in a predictive and strategic way.

The manager will lead a team of Data & Business Analysts, Integration Specialists, and Scientists in a cross-functional role to build automated services and business intelligence throughout the organization. Leading a small group will require a hands-on approach with strong leadership and collaboration skills.

To accomplish this, you will work collaboratively with Senior Leaders across the organization to develop the enterprise strategy and approach. Your team of experts in the areas of Advanced Analytics, Data Management & Reporting will help transform the organization and differentiate through data.

You will work closely with colleagues from across the organization to understand business needs and opportunities of how automation and business intelligence can be used to assist in the day-to-day operations and to seek what is next for the automation and data strategy of the organization.

If you are passionate about your community, aspire to make an impact, thrive in a fast-paced environment, and want to make a difference, then we're looking for you!

What you will do

The Manager of Automation and BI works closely with the director to refine and execute the organization's data and technology strategies and for overseeing the management of the day-to-day operations of the BI and Automation team.

1. BI and automation strategy and architecture

- Support the implementation of projects arising from strategic plans in the 1 year to 3 year timeframe for automation, artificial intelligence, and business intelligence
- Lead the assessment of internal and external data assets, and evaluation of the current technology stack to ensure the successful execution of the data strategy
- Finding ways to leverage existing enterprise data and information to further our business strategy.

2. Team management

- Recruit talent with high potential for growth that fills skills gaps. Develop staff to support the vision and mission of the organization. Mentor, lead, and grow employees in capability
- Grow team capabilities in reporting, analytics, automation, data exploration, and emerging AI technology

3. Relationship management

- Develop strong relationships with internal stakeholders to understand their needs and drive insights that lead to revenue growth and/or automation opportunities
- Educate and advocate a data-driven culture that is integrated throughout the organization
- Work cross-functionally to understand and manage BI requests with our Digital Transformation Office to manage requests and turn them into clearly defined requirements and deliverables

What you will bring

Experience:

- A University Degree in computer science, mathematics, science, or a related field
- Minimum of 5 years of progressively responsible experience in a directly related area, during which both professional and management capabilities have been clearly demonstrated.
- Expertise in data modeling; logical, and multidimensional
- Experience with data science, statistical analysis, data mining and predictive algorithms
- Experience with relational - SQL - and multidimensional - MDX - query languages
- Experience in building and supporting BI/analytics/big data business cases

Attributes:

- A solid understanding of leading-edge technologies and best practices such as Microsoft Data Factory and Big Data
- Extensive expertise in data platforms with a solid understanding of key BI trends, BI vendor landscape and experience business driven / self-service BI
- A solid understanding of mobile delivery architecture and best practices
- A solid understanding of Customer Experience (CX) technologies
- Proven skills to work effectively across internal functional with some ambiguity
- The desire to challenge the norm and solve business challenges through your BI experience and expertise
- Experience with CRM, CDP and other similar platforms, experience with the Salesforce ecosystem is a plus

United, we make the biggest difference

United Way is a not-for-profit organization that has played a vital role in our community for over 80 years. As a social impact organization, our mission is clear: we mobilize communities for the common purpose of working together to create lasting social change.

In addition to meaningful work where you can have an impact, United Way also offers a comprehensive compensation and benefits package, a hybrid work environment, and flexible working hours.

Our Commitment to an Inclusive Culture

We are committed to creating an inclusive culture where everyone feels valued and respected, and that reflects the diverse community we serve. We welcome applications from all qualified candidates and encourage candidates with diverse backgrounds, experiences, styles, and abilities to apply. If you require accommodation at any stage of the hiring process, please let us know.

Our Commitment to Health and Safety

At United Way we are committed to protecting our team, our clients, and the community we serve by providing a safe and healthy workplace. We will follow all health and safety guidelines in accordance with the Occupational Health and Safety Act of Alberta and Alberta Health Services guidelines.

To Apply

Send **cover letter with salary expectations, and resume (PDF)** by 4 pm May 2, 2024, to hr@calgaryunitedway.org

Subject Line: title – Your Name.

To learn more about the United Way of Calgary and the Area, please visit our website at www.calgaryunitedway.org.

We thank all applicants for their interest and effort in applying for this position, however, only those being considered will be contacted.