

## Data Analyst

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Phone :  
Web :



### Job Summary

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Vacancy :  
Deadline : Jun 24, 2024  
Published : May 24, 2024  
Employment Status : Full Time  
Experience : Any  
Salary :  
Gender : Any  
Career Level : Any  
Qualification :

## Job Description

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**Please Note:** If you are a current Hydro Ottawa employee with access to Workday, apply to this job via the Workday application. By generating and distributing power, each person at Hydro Ottawa is part of empowering the lives of people in the communities we serve.

Our work means all the activities that make up our lives - at home, at work, at play - are there when we need them.

That purpose unites us and fuels our work. And if joining us in this essential work energizes you too, we may have the opportunity for you.

### JOB SUMMARY

The Data Analyst is responsible for developing, implementing and maintaining data collection and analyses systems for the Chief Customer Officer Division while maintaining Ontario Energy Board (OEB) compliance. The Data Analyst is also responsible for acquiring and analyzing data from primary and secondary sources, making recommendations to management and communicating results, as well as maintaining databases.

### MAJOR RESPONSIBILITIES

Produce, analyze, interpret trends and disseminate regularly scheduled reports along with observations and recommendations  
Turn raw data into easy to understand insights that are aligned to business objectives using a range of data analysis, presentation and visualization tools  
Design, develop, document, implement data reporting and analytics solutions using interactive dashboards in Tableau or similar data visualization applications  
Create ad hoc reports and analyses (query building, data management, analysis of data, historical trending, and predictive analytics) from the Customer Service group and other internal stakeholders that require access to statistical customer service data  
Organize and present findings in an appropriate and relevant format (presentations, charts, data visualizations) to internal stakeholders  
Gather requirements, build and test new reports for project initiatives or as requested by clients within the Chief Customer Officer Division  
Create and maintain data mapping specifications for all new reports developed  
Develop and deliver training on new reports to end-users and maintain training documentation  
Work closely with Regulatory Affairs to compile annual OEB reporting requirements  
Analyze data and reporting processes to ensure data accuracy and integrity  
Identify, troubleshoot and problem solve data and/or reporting issues  
Propose new ideas to improve existing data collection systems and report dissemination processes for the Chief Customer Contact Division (automation, process efficiencies, elimination of redundant reporting, etc.)  
Collaborate with other internal groups on cross-functional projects  
Identify, gather, and clean the relevant data from a database or data warehouse  
Perform other related duties as required

### EDUCATION AND EXPERIENCE

Post-Secondary education

Minimum of 3 years' experience in data analysis, preferably in Customer Service or Customer Contact Centres business domains  
Related experience and formal training combined with demonstrated performance and ability may substitute for academic requirements

Experience writing system queries using SQL, workbooks (MS Excel & Google Sheets), and other platform-specific query languages  
Experience building connections to data sources, developing and designing dashboards and storyboards in Tableau, or similar data visualization tools

Experience in gathering requirements, creating data models, mapping data  
Experience preparing reports, presenting findings and making recommendations  
Experience working in an utility considered an asset

### ADDITIONAL REQUIREMENTS

English essential, both oral and written

Bilingualism (English/French) considered an asset

The terms and conditions of employment for this position are governed by the collective agreement between Hydro Ottawa Limited and IBEW Local 636.

Hydro Ottawa offers a Hybrid Work Model. Hybrid work is position specific, the details of which the hybrid model will be discussed with successful candidates.

### Location:

Ottawa, ON

### Pay Range Minimum:

\$54,551.90

### Pay Range Maximum:

\$83,807.10

### Posting End Date (if applicable):

June 6, 2024

Hydro Ottawa is committed to establishing a qualified workforce that reflects the diverse population it serves and we encourage applications from all qualified individuals. We are also committed to preventing and removing barriers to employment for people with disabilities, and we invite you to inform us should you have any accessibility or accommodation needs.

Applicants must be legally entitled to work in Canada.

**Education & Experience**

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**Must Have**

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**Educational Requirements**

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**Compensation & Other Benefits**

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