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**Posting #:** 2021-11-0325  
**Position:** Manager, Business Intelligence, Permanent Full Time (1)  
**Department:** Growth & Data  
**Location:** Burlington, Ontario  
**Posted:** March 25, 2021  
**Application Deadline:** Posted until filled  
**Application deadline for internal candidates:** April 1, 2021

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## ABOUT SHARED SERVICES WEST

Established in 2001, Shared Services West (SSW) is a not-for-profit shared services organization with end-to-end expertise in supply chain management, supporting hospitals and other public sector organizations. Our purpose centres on driving total value across the public sector, while also minimizing risk and supply chain disruption. Working collaboratively with our stakeholders, we deliver cost-efficient services and continually evolve to meet emerging needs.

As a company, we are proud of our values and our culture, which are at the heart of everything we do. We demonstrate a commitment to excellence, willingness to champion change, focus on working together, and dedication to our people first. These values set the standard for how we behave and work.

## ABOUT GROWTH & DATA

The Growth and Data (G&D) department consists of three core teams: 1) Data Management, 2) Business Intelligence (BI), and 3) Growth & Special Projects. These core teams work closely together to provide day-to-day operational support for our customers, as well as implementation support for internal and external data-related projects.

The BI team's focus is on leveraging available data throughout the procurement lifecycle (contract data, purchase data, etc.) to generate meaningful reporting for internal and external customers, helping our customers navigate risk, uncover latent value, highlight areas for improvement, and make evidence-based decisions. The BI team is also responsible for the development and trouble-shooting of SSW's internal data architecture. Currently, the BI team has embarked on a transformational project at SSW to enhance existing reporting tools and provide easier access to real-time information, which will require strong leadership from this role.

## IS THIS YOU?

If you are an analytically-minded leader with an excellent understanding of BI concepts, a passion for motivating high-performing individuals, and a talent for implementing organization-wide change, this is a great opportunity for you. In this role, you are a key player in delivering SSW's BI strategy, enabled by your extensive hands-on experience with analytics and reporting, your ability to understand business and stakeholder requirements, and your ability to motivate and lead high-performing teams.

If you pride yourself on your strong work ethic, you value being a part of a great team and company culture, and you enjoy a fast-paced environment with multiple exciting projects, apply for this opportunity.

## PRIMARY RESPONSIBILITIES

Reporting to the Director of Growth and Data, the Manager of BI will be responsible for delivering on the department's strategic objectives (growth, improved access to data, etc.), as well as the organizational BI strategy. The Manager of BI will spearhead the enhancement of SSW's reporting services, ensuring the ongoing quality and integrity of all reports and the high performance of the BI staff. They will provide analytical and reporting insights for all internal business units and external hospital stakeholders, ensuring data is properly presented and interpreted. This involves understanding existing data models and leading the creation of new reports and models based on an in-depth knowledge of business processes and needs.



It is important that the Manager of BI has excellent communication skills and business acumen to fully understand the varied user requirements and to be able to structure them into meaningful outcomes. It is also important that they take time to understand organizational nuances and to keep up with industry trends.

The primary duties and responsibilities include, but are not limited to:

- Lead a team of Analysts who support supply chain reporting for both SSW's external members and customers and SSW's internal stakeholders
- Recruit, mentor, and manage the performance and development of the BI team
- Manage SSW's organization-wide internal data and reporting requests, including the prioritization of team workload to support different departments and ensure project milestones and departmental goals are met
- Work collaboratively with SSW leaders in all departments to understand and prioritize reporting needs, and to ensure key stakeholders are engaged for any organizational changes
- Work closely with Data Management team (within the Growth and Data department) to develop processes for continuous data quality improvements across the organization
- Develop, implement, and manage data integration and reporting solutions for variety of data sources (e.g. SQL databases)
- Lead the enhancement and maintenance of SSW's integrated data warehouse, including data source integrations, data validation, and implementation of strategies to optimize data quality and governance
- Make recommendations on better techniques for data integration and reporting
- Design and generate corporate, departmental, and project-related reports using various reporting tools
- Act as subject matter expert for SSW's reporting and BI functions, ensuring data is properly interpreted based on underlying assumptions and business requirements
- Accountable for development and ongoing preparation of KPIs and other operational metrics for reporting to Senior Management and various governance committees
- Perform profiling of databases to identify and understand data anomalies and exceptions, including recommendations for improving data quality and minimizing exceptions
- Manage education and training of internal and external stakeholders in the use of SSW reporting tools and data
- Support onboarding of data-related projects for new customers and lead implementation of new reports
- Assist with development of guidelines and manuals for existing and new reports/systems, including FAQs and effective trouble-shooting techniques
- Other related BI and reporting requirements as assigned

## **POSITION REQUIREMENTS**

### **Education**

- Post-secondary education, preferably in healthcare informatics, business, or related fields
- MBA is a strong asset
- PMP certification is an asset

### **Work Experience**

- Minimum 5 years proven experience in a cross-functional analytical reporting role
- Minimum 1-2 years supervising staff, including day-to-day and performance management
- Experience with SQL queries and related applications (SSIS, SSAS, and SSRS) is a strong asset
- Experience with PowerBI and report writing is a strong asset
- Experience implementing a change across multiple departments (e.g. a new process or tool) is a strong asset
- Experience in supply chain management or healthcare environment is a strong asset

### **Knowledge and Technical Skills**

- Advanced MS Excel skills
- Ability to quickly understand user needs and determine the appropriate applications and method for reporting
- Strong knowledge of data integration rules, data analysis best practices
- Strong knowledge of reporting services (SSIS, SSAS, SSRS, etc.) and BI solutions (PowerBI, etc.)
- Good understanding of Supply Chain Management processes, particularly in the acute care sector

- Experience with software/BI development principles, including user requirements gathering, design and development, user acceptance testing, and detailed documentation
- Candidates will be asked to complete a compulsory SQL and Excel test

**Personal Skills**

- Highly motivated, analytical, and stakeholder focused
- Collaborative and a team player
- Strong leader with focus on team performance
- Able to grasp new concepts quickly
- Proactive with a continuous improvement mindset
- Strong problem solving and investigation skills
- Exceptional attention to detail
- Proven ability to manage multiple and competing projects in a deadline driven environment
- Excellent written and verbal communication skills, enabling effective collaboration with individuals at all levels of the organization

**WORK ENVIRONMENT**

- During COVID-19: Virtual (work from home)
- Otherwise: Office location – Burlington, Ontario, Canada (8:30am-4:30pm)
- Reasonable accommodations may be made to enable individuals with disabilities to perform essential work functions

**SSW Employees enjoy:**

- Competitive compensation
- Group benefits package with Sun Life
- Generous vacation entitlement
- One of the top pension plans in Ontario (Healthcare of Ontario Pension Plan-HOOPP)
- Employee & Family Assistance Program (EFAP)
- Pet friendly office
- Flexible environment
- Family feel culture
- Education assistance for professional development

To apply, please email your resume to [careers@ssw.ca](mailto:careers@ssw.ca) indicating the **position title** and **posting #** in the subject line. As part of the initial recruitment process, selected candidates will be asked to complete a Job Description Feedback form. Please note that this does not guarantee advancement to the next step in the recruitment process.

We thank all applicants for their interest in Shared Services West. Only qualified candidates selected for interviews will be contacted. If contacted for an interview, please inform us should any accommodation be required.