



Senior Manager, Data & Analytics

Job Code	20000365	Job Family	Senior Manager	Leader	
Department	Analytics	Reports to	Chief Information Officer	Union Status	Non-Represented
FLSA Status	Exempt	Pay Grade	2062		
Last Updated	8/29/2022				

Accountability for Workplace Culture

Our PUD values are at the center of our culture. Putting the safety, health, and well-being of our communities and those we work with is valued above all else and everyone on Team PUD must meet this commitment daily. Nothing we do in achieving our Mission is worth a single injury, and all who interact with us must feel they are valued and welcomed as individuals.

Everyone on Team PUD, in all positions, is accountable for achieving this safe and welcoming culture by:

1. Taking full ownership for the safety of themselves and their coworkers, while ensuring everyone feels valued and welcomed.
2. Taking action to identify and eliminate their own and others' at-risk behaviors, including the behaviors that may undermine another's feelings of being welcomed and valued.
3. Following all safety rules and regulations and ensuring the PUD's expectations for conduct and respect are maintained.
4. Openly sharing near-misses, safety learning opportunities, and ways we can learn to be a more welcoming place while encouraging others to do the same.
5. Utilizing Stop Work Authority to intervene with anyone, anytime, in any place.
6. Intervening or seeking guidance to stop actions that are harmful to the wellbeing, health, or sense of belonging of others, and which are detrimental to our PUD values.

Job Summary

The Senior Manager, Data Strategy & Analytics has many areas of responsibility including leading a team of data & analytic professionals (managers, data architects, data scientists, data & analytics engineers) in implementing data and analytic strategies and systems, the collection, storage, management, quality, and protection of data, and demonstrate the return on our data investment through analytics and data science solutions. This Senior Manager focuses on managing data as an asset through strategy development, vendor management, customer engagement, and the enforcement of data governance and privacy policies. The position is critical to high value impact and success of District-wide data and analytics innovation and implementation in business strategy and operations. They establish the strategic direction of data and analytics ensuring alignment with Districtwide strategic initiatives. The Senior Manager, Data Strategy & Analytics provides leadership in developing the operating principles that guide data and analytic decisions and maintain a long-range data and analytic strategy for running the day-to-day operations of the data and analytics department and the District critical operations.

Accountabilities

Accountability #1

Fiscal Management: Manages planning and development of data and analytic programs and services to ensure delivery of cost effective and efficient maintenance through adhering to best practices and standards on behalf of our customers and stakeholders. Establishes Key Performance Metrics to ensure reliability and availability holding vendors accountable to contract performance metrics. Oversees design of data and analytics solutions that provide value and continually enhance operational and strategic processes. Leads strategic planning to gain the most value from contract negotiations and vendor relationships for data and analytics solution implementation and ongoing operations. Negotiates contracts leveraging tools and industry best practices. Actively manages data and analytics vendors through ongoing engagements to ensure adherence to SLAs, timely incident management, escalations, technology roadmap, value realization and ongoing system support. Manages on premise analytic technology licensing and subscription fees related to Cloud contracts. Actively manages contracts and participates in budget planning to control the overall cost to the District.

Accountability #2

Business Innovation and Continual Improvement: The Senior Manager provides guidance, policies, expectations, and priorities for resources (contract, vendors, systems) and employees in all aspects of enterprise data and analytic implementations, continual improvement enhancements and process changes to align with District strategies and business objectives to ensure that the business value is achieved, and the risks are managed. Engages with District Senior Managers and Executive Leadership in developing data and analytic needs supporting business roadmaps. Provides oversight and guidance in assessing risk, impact, and business value for proposed changes to ensure alignment with best practices, ensures cyber and data security, and maintains adherence to KPIs for business performance, system

reliability and availability. Guides the District through an agile and evolving data and analytics landscape. Drives cultural change required for business process innovation and continual improvement. Prioritizes all work balancing operational support with business innovation demands. Leads team consisting of a data architect, data scientists and managers in developing data and analytic roadmaps. Partners with business leaders to align business objectives to data and analytic solutions. Serves as the business escalation point regarding strategies, plans, scopes, resources, budget and issues. Supports employee development and system innovation by supporting training, research and development and similar activities. Engages with industry peers (analytic and utility) to develop and enhance strategies, best practices, reduce risk, and manage costs.

Accountability #3

Risk & Impact Management: Manages multiple teams and resources in support of the District's cyber security, data privacy and data governance compliance programs. Responsible for the identification, evaluation, prioritization, and communication of risks related to data and analytics solutions supporting business processes, operations, and customer experience. Actively manage and prioritize risks to data and analytics solutions and services following cyber security and regulatory compliance policies and procedures. Responsible for leading the collaboration with stakeholders and District leaders to communicate risk, impacts and mitigations. Demonstrate ability to proactively manage the resources required to mitigate risks and prevent incidents. Be a champion of cyber security. Foster a culture of compliance. Must demonstrate the ability to reliably manage under duress. Responsible for the proper handling and protection of confidential information. Manages and leads team in resolving major outages or incidents that may impact key business functions related to data workflows. Responsible for assessing risk and impact to ensure teams are focused on resolving incidents and recovery processes. Manages vendors in addressing issues ensuring accountability to service level agreements. Works with managers to ensure resources are available to resolve high priority incidents. Reviews project requests and provides input on risk and impact of the data foundation and analytic capabilities. Provides leadership and consulting to all stakeholders in evaluating impacts including best practices, root cause analysis, resources available and opportunities to partner in identify system options and resolutions. Provides vendor management to help escalate issues, adherence to SLAs and to drive timely resolutions. Leads large programs and change management to mitigate risk. Actively engage with auditors, security experts, and industry experts in conducting risk assessments and compliance audits.

Accountability #4

Operational Support: Manages several teams of data and analytics experts in support of District data and analytics solutions and services. Responsible for strategic oversight of teams engaged in development, testing, maintenance, availability, and performance of data and analytics solutions and services. Establishes and leads governance programs to help guide business and technical teams to establish service delivery, data architecture, solution roadmaps, prioritization, sequencing, resource management, and adherence to standards. Builds working relationships with internal business partners (senior manager and executive leaders) in support of the delivery of data and analytics services. Engage data and analytics and utility industry peers to share and develop strategies and best practices. Ensure business and operational requests are managed in a timely manner ensuring solutions and information are of high quality and meet our customer expectations. Manage District

data assets balancing business impacts, strategic roadmaps, risks, and costs. Develop, manage, and measure key process indicators (KPIs) to align with District strategy. Responsible for ensuring the disaster recovery plans and mitigations for data and analytics solutions are documented, communicated, and tested on a regular basis. Partners with the business on business continuity planning. Manage alignment of the IT disaster recovery strategy with department and District business continuity plans. Manages 24x7 operations to ensure critical data and analytics solutions and infrastructure are always operational. Supports the on-call programs to respond to incidents meeting our service level agreements. Ensures the high availability and reliability of all District data and analytics solutions supporting Energy Control Center and Power Scheduling and other critical functions. Manages vendors to ensure support is provided meeting negotiated service level agreements to resolve incidents in a timely manner to minimize risks and impacts. Supporting the teams ensuring District critical data and analytics solutions are protected from cyber security attacks and other vulnerabilities.

Accountability #5

Collaboration and Customer Service: Ensures teams provide exceptional customer service (internal and external) through effective communication and collaboration. Ensures business and data and analytics solutions align with the District's mission in providing reliable and cost-effective service. Builds and maintains effective relationships across District senior leadership by engaging with peers inside and outside the organization and supporting stakeholders. Contributes to building and sustaining an inclusive and equitable working environment by supporting all District employees and actively promoting behavior consistent with District expectations and policies. Actively supports and empowers every team member and their managers share ideas in an open and inclusive manner. Responsible for timely escalation management and resolutions on issues focusing on business outcomes focused on providing quality service, minimizing risk, and reducing costs. Educates and communicates implications of business decisions related to technology options and roadmaps. Provide timely, effective, and regular communications regarding incidents to targeted business partners with a focus on impacts and resolution. Continual focus on enhancing customer experience. Partners with senior leadership across the District in developing data and analytics roadmaps to align with business strategies.

Accountability #6

Management: The Senior Manager is accountable to achieve results for the entire data and analytics organization. This is accomplished through clear resource planning and skills need and alignment in support of business goals and objectives. The Senior Manager monitors and supports managers and their teams as well as data and analytic solutions performance to determine opportunities for improvements. The Senior Manager is responsible for talent acquisition to maintain and grow high performing teams. The Senior Manager coaches and develops managers and employees to increase performance while also identifying needs for new resources. They are also accountable for ensuring the data and analytics department performs at a high level of productivity, provide exceptional customer service, and respond effectively to issues as they arise. They lead by example in embracing a culture of continual improvement and service to the team, our customers, and the company. They establish standards for performance and employee interactions while ensuring accountability for alignment to goals. They are proficient in and a champion for data and analytics. They manage groups of diverse data and analytic experts including data

and analytics engineers, data architect and data scientists. The Senior Manager has a broad range of influence within ITS and across the District. They ensure data and analytics solutions are reliable and available as they manage shared services supporting the entire enterprise, all levels of employees, and every customer. They must demonstrate capabilities to lead teams through demanding situations such as incident and change management. They must be resilient, calm, and professional in high stress and high workload situations. They are accountable for overall data and analytics solutions and team performance. Fosters a diverse, equitable, and inclusive work environment. Supports the District safety programs. Responsible for effective communication to all levels of the organization. Demonstrates the ability to communicate technical concepts to business stakeholders in support of decision making and strategic planning. Capable of presenting to all levels of the organization and to various sizes of groups. Communicates effectively across all mediums (orally and written).

Accountability #7

Strategy and Planning: The Senior Manager establishes the strategic direction of data and analytics and ensures alignment to District strategic goals to address new challenges, opportunities, and business drivers. They lead several cross functional teams to monitor, evaluate, and adjust the ITS strategic initiatives. They also contribute to District wide strategic initiatives. They set clear goals and define KPIs to measure success. They determine roles, responsibilities and ensure appropriate collaboration within ITS and across the District. They ensure the plan is executed, monitored, and revised as needed. The Senior Manager must be knowledgeable about ITS and District goals, the current data foundation, emerging data and analytic trends (internal and external), and industry best practices (IT and utility). Responsible for assessing and approving data architecture for fit and scale to meet current and future needs of the District. Must be able to coordinate and prioritize multiple high priority demands across several team to ensure success. Understands and optimizes resources (people, technology, and processes) to deliver results in all areas (data and analytic solution support, projects, enhancements, and incidents as they arise). Responsible for working with managers and teams to develop and manage roadmaps for their domain. The Senior Manager is responsible for managing the data and analytic roadmap and aligning to every business department throughout the District.

Accountability #8

Business Relationship Manager: Ensures highly effective relationship between business departments and ITS. The Senior Manager is the primary contact for business (senior leadership and executives) related to data and analytics solutions and alignment to processes and strategic initiatives. The Senior Manager Leads the data architect, data scientists and data exerts in development of data and analytic roadmaps and facilitates new requests for enhancements and projects. Provides leadership in resolving data and analytic service issues. Collaborates with senior business leaders to determine business priorities. Ensures process for assessing data and analytic requests based on business value with a focus on digital transformation, risk assessment, business continuity and business capability requirements. Partnering with business leaders and data and analytic subject matter experts, identifies strategic business function opportunities both short-term and long-term. The senior manager engages with senior leadership to help develop and drive their strategic initiatives and innovation through the use of data and analytics. The result is achieved in customer experience, reliability, and operational goals.

Accountability #9

Accountability #10

Minimum Qualifications Note

The minimum qualifications listed below are representative of the knowledge, skills, and abilities needed to perform this job successfully, as described in the Accountabilities. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential Accountabilities (duties and responsibilities) of this position. If you need assistance and/or a reasonable accommodation due to a disability during the application or recruiting process, please contact Human Resources at HRRecruiting@snopud.com, or by phone at 425-783-8655.

Qualifications – Education and Experience

Minimum Required Education and Experience:

Bachelor's Degree in Computer Science, Business, Mathematics, Engineering, or related field,
AND

Six (6) years of directly related, progressively more responsible data and analytics experience;

OR

Ten (10) years of directly related, progressively more responsible data and analytics experience.

Preferred Education and Experience:

Qualifications – License(s) and/or Certification(s)

Minimum Required License(s) and/or Certification(s):

Preferred License(s) and/or Certification(s):

Qualifications – Skills and Abilities

Minimum Required Skills and Abilities:

- Data architecture concepts and best practices.
- Data engineering concepts and best practices.
- Visualization and design concepts and best practices.
- Data governance and privacy best practices.
- Principles, theories, practices, and techniques relating to managing data science projects/programs.
- Data and analytic strategy development.
- Vendor management.
- Project management, negotiation, relationship building/partnering, and conflict management/mediation.
- Computer applications including dashboards, word processing, spreadsheets, and data bases.
- Customer service techniques and practices.
- Principles, theories, practices, and techniques relating to managing data engineering projects/programs.
- Financial and budgeting processes.
- Applicable Federal, State, Local and District regulations.
- Data analysis techniques and applications.
- Problem identification and analysis techniques.
- Workforce Planning and scheduling.
- Methods and techniques used in effective management.
- Short- and long-range planning.
- Cost-benefit analysis techniques.
- Executive management presentation and communication techniques.
- Master Data Management.
- Metadata Management
- Cloud analytic environments
- Cyber security best practices
- Project management, portfolio management and project governance
- Supervise, coach, and assist staff in development of management/leadership skills.
- Positively influence/build cross-functional teams and organize to effectively carry out the District's data and analytics initiatives.
- Communicate and work effectively, both orally and in writing, with various levels of the organization, outside agencies, and customers.
- Determine needs for financial resources and allocate them according to business priorities.
- Maintain a high level of customer satisfaction.

Interpret and apply District directives, policies, and procedures.
Use independent and discretionary judgment.
Effectively coordinate a variety of activities.
Manage confidential information.
Proactively and constructively deal with conflict.
Perform analytical work.
Analyze business/technical issues and provide recommendations.

Preferred Skills and Abilities:

Knowledge of analytic, data Engineering, data science and data governance processes
Experience managing data and analytic solution development.

Competencies

The following competencies describe the cluster of behaviors associated with job success in the job group identified as “Leader” at the Senior Manager level.

Adaptability
Building Customer Relationships
Building Talent
Business Acumen
Coaching
Communication
Continuous Learning
Courage
Creating a Culture of Trust
Creating an Inclusive Environment
Cultivating Networks and Partnerships
Customer Focus
Delegation and Empowerment
Driving for Results
Driving Innovation
Emotional Intelligence Essentials
Facilitating Change
Financial Acumen
Guiding Team Success
Initiating Action
Inspiring Others
Leveraging Feedback

Planning and Organizing
 Positive Approach
 Professional Knowledge and Aptitude
 Strategic Planning
 Stress Tolerance

Physical Demands

Physical Demands List	Frequency
Sit	Constant (67-100%)
Walk	Frequent (34-66%)
Stand	Occasional (11-33%)
Drive	Occasional (11-33%)
Work on ladders	Never
Climb poles or trees	Never
Work at excessive heights (note heights in open text box below)	Never
Twist	Never
Bend/Stoop	Never
Squat/Kneel	Never
Crawl	Never
Reach	Never
Work above shoulders (note specific activity in open text box below)	Never
Use Keyboard /mouse	Constant (67-100%)
Use wrist (flexion/extension)	Frequent (34-66%)
Grasp (forceful)	Never
Fine finger manipulation	Never
Operate foot controls	Never
Lift (note weight in open text box below)	Never
Carry (note weight in open text box below)	Never
Push/Pull (note specifics in open text box below)	Never
Work rapidly for long periods	Constant (67-100%)
Use close vision	Constant (67-100%)
Use distance vision	Occasional (11-33%)
Use color vision	Frequent (34-66%)
Use peripheral depth perception	Seldom (1-10%)
Speak	Constant (67-100%)
Hear	Constant (67-100%)

Additional Physical Demands not listed above and associated frequency below.

Mental Demands

Communication	Frequency
Understand and carry out simple oral instructions	Constant (67-100%)
Understand and carry out complicated oral instructions	Constant (67-100%)
Train other workers	Occasional (11-33%)
Work alone	Constant (67-100%)
Work as a member of a team	Constant (67-100%)
Follow standards for work interactions	Constant (67-100%)
Write communications for clarity and understanding	Constant (67-100%)
Speak with clarity with others	Constant (67-100%)
Comprehension	Frequency
Read and carry out simple instructions	Constant (67-100%)
Read and carry out complicated instructions	Constant (67-100%)
Retain relevant job information	Constant (67-100%)
Reasoning	Frequency
Read and interpret data	Constant (67-100%)
Count and make simple arithmetic additions and subtractions	Frequent (34-66%)
Use intermediate and/or advanced math	Occasional (11-33%)
Organization	Frequency
Plan own work activities	Constant (67-100%)
Plan work activities of others	Constant (67-100%)
Direct work activities of others	Constant (67-100%)
Resilience	Frequency
Work under pressure	Constant (67-100%)
Work for long periods of time	Frequent (34-66%)
Work on several tasks at the same time	Constant (67-100%)

Additional Mental Demands not listed above and associated frequency below.

Work Environment

Environmental Conditions List

Frequency

Exposure to weather	Never
Wet and/or humidity	Never
Atmospheric conditions	Never
Confined/restricted working environment	Never
Vibratory Tasks – High	Never
Vibratory Tasks – Low	Never

Additional Environmental Conditions in this job not listed above and the associated frequency below.

Risk Conditions List

Frequency

Exposure to Heights	Never
Exposure to Electricity	Never
Exposure to Toxic or Caustic Chemicals	Never
Working with Explosives	Never
Exposure to Radiant Energy	Never
Extreme Cold	Never
Extreme Hot	Never
Proximity to Moving Mechanical Parts	Never
Noise Intensity	Never
Exposure to animals	Never
Working with angry customers	Occasional (11-33%)

Additional Risk Conditions present in this job not listed above and the associated frequency below.

On-Call Status and Frequency

On-Call is required.

- Yes
 No

On-call activities and frequency.

Daily

Work Location

The primary assignment for this position is:

- Remote
- Office Hybrid
- On-Site
- Field/Job Site

While this description has provided an accurate overview of responsibilities, it does not restrict management's right to assign or reassign duties and responsibilities to this job at any time. This position description is designed to outline primary duties, qualifications, and job scope, but not limit our employees or the organization to complete the work identified. In order to serve our customers best, each employee will offer their services wherever and whenever necessary to ensure the success of the District in serving our customers, to further the safety, health, and inclusivity of employees and the public, and achieve expectations of the District overall, while also remaining flexible in recognition of the employee's wellbeing.