

## Employment Opportunity – Asset Management Data Analyst

Reporting to the Manager of Public Works, this position is responsible for developing, monitoring, and reporting on key performance indicators (KPIs) and metrics derived from work order systems. This role focuses on transforming operational data into actionable insights to support decision-making, improve service delivery and enhance organizational performance. The position works closely with operational teams to ensure accurate data capture, meaningful reporting and continuous improvement of work order processes

### Key Duties and Responsibilities

- Develop, define and maintain KPIs and performance measures based on work order data and service activities
- Analyze work order trends, volumes, completion rates, response times and backlog metrics
- Design and produce dashboards and reports to support operational and strategic decision-making
- Collaborate with departments to standardize work order types, categories, and data entry practices for consistent reporting
- Support the configuration and optimization of work order/ticketing systems to enhance reporting capabilities.
- Translate operational requirements into measurable indicators and reporting frameworks
- Monitor performance against established service levels and benchmarks
- Provide insights and recommendations to improve efficiency, resource allocation and service delivery
- Document KPI definitions, reporting methodologies and data standards
- Train staff on data entry practices and the importance of accurate work order data for performance measurement

### Qualifications include:

- Bachelor's degree in Data Analytics, Business Administration, Information Systems, or related field
- 2–4 years of experience in data analysis, performance measurement, or operational reporting
- Experience working with work order or ticketing systems (e.g., ServiceNow, Cityworks, Maximo, Jira, or similar)
- Strong analytical skills with experience developing KPIs and dashboards
- Proficiency in Excel, SQL, and/or data visualization tools (Power BI, Tableau)
- Understanding of operational workflows and service delivery environments
- Strong communication and stakeholder engagement skills
- Experience in municipal, public works, utilities, or asset-intensive environments considered an asset.
- Experience with GIS-integrated work order systems preferred (e.g., Cityworks)

The salary range for this position is \$33.39 - 39.06/hour. Interested applicants should apply in confidence no later than **June 11, 2026, at 12 noon** to the attention of:

Melanie Kirkby, CAO, Town of Gananoque  
30 King Street East, Gananoque, Ontario, K7G 1E9  
hr@gananoque.ca

The Town of Gananoque is an equal opportunity employer. Accessibility accommodations are available for all parts of the recruitment process. We appreciate the interest of all applicants; however, only those selected for an interview will be contacted. In accordance with the Municipal Freedom of Information and Protection of Privacy Act, personal information is collected and used only for the purpose of the candidate selection.