



## LEAD CHANGE AND MAKE AN IMPACT IN CANADA'S BIGGEST CITY



The Toronto Port Authority, doing business as PortsToronto, operates Billy Bishop Toronto City Airport, the Port of Toronto, and the Outer Harbour Marina. We are proud to be partners in securing Toronto's economic prosperity and enhancing its beautiful waterfront.

PortsToronto is offering a full-time opportunity where your leadership can shape the future of Canada's most unique urban airports. If you're looking for a great position and a chance to make an impact, PortsToronto has the following full-time, challenging opportunity awaiting you:

### DATA ANALYST

The Data Analyst position within the Finance department is designed to drive operational excellence and strategic decision-making through advanced data analysis and process improvement. The role centers on collecting, integrating, and interpreting diverse data sources including operational, financial, and customer/passenger information to identify trends, performance gaps, and opportunities for improvement.

This role is responsible for implementing business intelligence tools, developing interactive dashboards and reports in Power BI, and ensuring data integrity and confidentiality in compliance with organizational and regulatory standards. Collaboration with internal teams and external stakeholders is essential, as the analyst supports audits, compliance reporting, and strategic planning activities, including business case development, forecasting, and market analysis. Beyond technical expertise, the Data Analyst plays a pivotal role in enhancing customer satisfaction and supporting technology optimization. The position oversees the execution of customer satisfaction surveys, analyzes results to inform management decisions, and contributes to service quality initiatives.

**General duties and responsibilities include, but are not limited to:**

- Identify and integrate new data sources to collect, analyze, and interpret operational, financial, and customer/passenger data, highlighting trends, performance gaps and areas for improvement.
- Establish standardized protocols for managing and centralizing all incoming data to ensure consistency and reliability.
- Implement Business Intelligence tools and data systems.
- Develop dashboards and reports in Power BI to support data-driven decision-making, ensuring insights are accessible, interactive, and tailored to stakeholder needs.
- Support audits and compliance reporting with accurate and timely data.
- Ensure data integrity and confidentiality by following established protocols for managing and sharing information with internal teams, clients, and external partners, in compliance with organizational and regulatory standards.
- Track key performance indicators (KPIs) related to each business unit operations, customer experience, and financial performance.
- Evaluate existing workflows and recommend enhancements to improve efficiency, reduce costs, and enhance service delivery.
- Collaborate with stakeholders to implement process changes and monitor outcomes.
- Assist in the development of business cases for new initiatives, capital projects, and operational programs.
- Provide analytical support for long-term planning, forecasting, business development and budgeting activities.
- Conduct market, competitive, and demand analyses to support strategic decision-making, route performance evaluations, and air service proposals.
- Work closely with internal teams (e.g., Operations, Finance, IT, Commercial Development) to gather requirements and deliver insights.
- Support external stakeholder communications with cruise lines, airlines, marine, tenants, regulatory bodies and other key stakeholders through data-driven presentations and report.

**ABILITIES AND QUALIFICATIONS:**

- Post-Secondary degree in Business Administration, Data Analytics or related field or an equivalent combination of education and experience.
- Minimum of 3 years' experience in business operations or analytical roles, with a focus on planning, performance tracking, and operational analysis.
- Advanced proficiency in Microsoft 365 suite
- Strong experience with Power BI or similar for data visualization and dashboard development.
- Ability to conduct detailed data analysis, interpret trends, and develop actionable insights.
- High degree of accuracy and attention to detail in all aspects of work.
- Excellent written and verbal communication skills, with the ability to prepare professional reports, correspondence, and presentations.
- Customer service-oriented, with the ability to interact professionally and positively across all levels of the organization and with external stakeholders.
- Self-starter who works well independently and collaboratively within a team environment.
- Able to manage multiple projects simultaneously, meet deadlines, and adapt to changing priorities.
- Highly organized with strong planning and follow-up capabilities.
- Bilingual in French is considered an asset.
- Incident Management System (IMS) 200 or 300, an asset.

Note: This position description is intended to describe the general level and nature of the position and is not an exhaustive list of all tasks assigned in the performance of the position.

**Interested and qualified candidates are invited to e-mail a resume along with a covering letter outlining how your experience supports our position requirements to: [careers@portstoronto.com](mailto:careers@portstoronto.com)**

In the subject line, please quote: **DATA ANALYST**

We thank all applicants for their interest. However, only applicants selected for an interview will be contacted.  
PortsToronto is an equal opportunity employer.

*To learn more about PortsToronto and the exciting work we are doing  
to be a city-builder and transform Toronto's waterfront, please go to [www.portstoronto.com](http://www.portstoronto.com)*