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| Business Analyst |

## About us

Our agency’s purpose is to shift the system using data and evidence, so that the system invests earlier and more effectively to improve the lives of New Zealanders.

### Our values – how we do things around here



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| **Tāngata** We’re about people | **Manawa Māui** We are a catalyst for change | **Taunakitanga**We influencethrough evidence | **Puaretanga**We’re transparentby nature |
| It’s about people. They will do better, sooner and for longer, when we partner with others to develop and deliver services. | We challenge the status quo constructively and seek better ways of doing things. | We use evidence to influence positive change for New Zealanders. | We will share what we’re doing, how we’re doing it, and what we learn |

## About working in the Public Service

Ka mahitahi mātou o te ratonga tūmatanui kia hei painga mō ngā tāngata o Aotearoa
i āianei, ā, hei ngā rā ki tua hoki. He kawenga tino whaitake tā mātou hei tautoko i te Karauna i runga i āna hononga ki a ngāi Māori i raro i te Tiriti o Waitangi. Ka tautoko mātou i te kāwanatanga manapori. Ka whakakotahingia mātou e te wairua whakarato ki ō mātou hapori, ā, e arahina ana mātou e ngā mātāpono me ngā tikanga matua o te ratonga tūmatanui i roto i ā mātou mahi.

In the public service we work collectively to make a meaningful difference for New Zealanders now and in the future. We have an important role in supporting the Crown in its relationships with Māori under the Treaty of Waitangi.  We support democratic government. We are unified by a spirit of service to our communities and guided by the core principles and values of the public service in our work.

## About the position

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| The purpose of this position |
| The purpose of the Business Analyst role is to provide quality advice and skills to enable an effective transfer of business requirements into a form/formats where these can be transformed into technology solutions, market scans, Request-For-Proposals, and business cases. This role will work with teams across the SIA business to define, document, and then manage through the lifecycle (traditional or agile) business change requirements.The Business Analyst will also:* participate in key deliverables of the workstreams within the Transformation Work Programme across a range of source applications
* Work closely with SMEs throughout the organisation to gather and confirm requirements
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| Team and location | Technology |
| Reporting to | Chief Technology Officer |
| Salary band | Band 18 - $126,905 - $179,160 Starting salaries are negotiated based on relevant skills and experience, with offers generally made between $126,905 - $149,300 |

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| What you will do to contribute |
| **Requirements management*** Collect, document, interpret, analyse, and confirm specifications for new, enhanced or changed requirements from the business
* Train and learn in a new system for helping outcomes for SIA and the wider social sector.
* Collaborate with technology and vendor subject matter experts i.e. Engineers, Architects
* Conduct Impact assessments on existing technology assets and define work packages to implement
* Capture business goals/needs effectively.
* Clarify and develop objectives and key issues in a structured manner
* Present and reflect coherent arguments and requirements back to the business and confirm further action
* Provide sound advice to tech team(s), business units and Transformation from a business and/or technical perspective

**System design*** Test the suitability of proposed solutions including an assessment of impact with key stakeholders
* Analyse confirmed requirements
* Prepare and/or Quality Assurance (QA) specifications for/from stakeholders for simple changes
* Develop appropriate logical/technical solutions
* Prepare and/or QA technical specifications for/from Engineers for complex changes
* Produce logical/conceptual designs from requirements specifications
* Maintain up-to-date repositories (i.e. Requirements specifications, Taxonomies, data dictionaries, Technical specifications).

**User Acceptance Testing (UAT)*** Negotiate acceptance criteria
* Manage introduction to acceptance through liaison with testing area and engineers
* Provide test strategies and advice in the preparation of suitable testing scenarios/tests and data
* Manage requirements issues arising during testing
* Assist in business procedure testing
* Provide assistance, QA services etc. for UAT, as required.

**Post implementation support*** Manage Production Issues
* Provide or QA documentation for user release
* Provide advice/support for development of training programs
* Assist with diagnosing source application issues if/when issues arise
* Where issues require further development, support the issue through to resolution.

Project Work* Develop successful project definition documentation and see the project through to a successful completion
* Add value to reporting and written communication within the team
* Identify risks, issues and manage and ensure sound processes and systems are in place to manage those risks so project goals are met.

Relationship Management* Act as a trusted advisor and point of contact for all enquiries from the business, proactively engaging with key stakeholders and providing quality advice, solutions and suggestions
* Build and maintain effective networks/relationships with both project and stakeholders, including regions, frontline leaders and business partners.
* Influence the business with solution designs using technical knowledge, expertise and experience.
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| **Risk management*** Actively identify and manage practice level risks, including escalation of risks and issues when necessary.
* Ensure that analysis, data and information supplied is accurate and verified.
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| **Health and safety*** Take responsibility for meeting SIA’s obligations for workplace health and safety.
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## About you – what you will bring specifically

### Qualifications

* Relevant tertiary qualification and/or technical qualification e.g. in business information systems, business processing, re-engineering, mathematics. Certification in Agile/Scaled Agile framework (SAFe) project methodologies

### Experience and knowledge

* Knowledge of the SDLC and best practice processes
* Proven experience, knowledge of project delivery in both agile and hybrid
* Relevant experience of general business practice or specific SIA practices
* Accuracy and attention to detail including asset and documentation management
* An in depth understanding of technology solutions within the business environment
* Ability to access and extract data/information
* Understanding of data models and databases and how to extract information from them
* Proven capability for critical thinking in the analysis of requirements and development of solutions
* Problem solving and root cause identification skills
* Demonstrated success in building, maintaining and influencing positive working relationships
* Working knowledge of a variety of software packages & cloud services
* Ability to manage multiple tasks and priorities, analyse complex problems and suggest appropriate solutions.
* Demonstrated ability to write to a high standard (clear, accurate, concise, appropriate to the audience). Provide peer support and mentoring to junior staff members

### Characteristics

* Engaging others – connects with others, listens, reads people and situations, communicates tactfully.
* Achieving ambitious goals – committed and tenacious, ambitious.
* Curious – thinks analytically and critically, displays curiosity, mitigates analytical and decision-making biases.
* Honest and courageous – shows courage, shows decisiveness, leads with integrity.
* Resilient – displays resilience, demonstrates composure.
* Comfortable with ambiguity and ‘grey area’s with the ability to navigate complex situations, adapt to change.
* Self-aware and agile – encourages feedback on own performance, can self-assess, adapts approach, shows commitment to development.
* Knowledge and understanding of Mātauranga Māori and tikanga.

### Capabilities

* Attention to detail - Accomplishes tasks through concern for all areas involved, no matter how small; showing concern for all aspects of the job; accurately checking processes and tasks; maintaining watchfulness over a period of time
* Work standards - Setting high goals or standards of performance for self
* Project planning/management - Establishing a course of action for self or others to accomplish a specific goal, planning appropriate allocation of time and resources
* Problem identification and resolution - Evaluating situations and identifying existing problems or opportunities or visualising potential problems or opportunities. Using the information obtained, understanding the pros and cons of each alternative and choosing the most appropriate alternative
* Teamwork - Active participation in, and facilitation of, team effectiveness; taking actions that demonstrate consideration for the feelings and needs of others; being aware of the effect of one’s behaviours on others
* Communication - Expressing ideas effectively in written communication, in individual and group situations (including non-verbal communication) adjusting language or terminology to the characteristics and needs of the recipient
* Backlog development – actively turn business needs into user stories and priority work items that align to the business outcomes
* Initiative - taking action to achieve goals beyond what is required; being proactive
* Influencing - Using appropriate interpersonal styles and methods to guide individuals toward goal achievement; modifying behaviour to accommodate tasks, situations, and individuals involved.

### Other requirements

* Willing to take on responsibilities (within limits) outside the prescribed position description.