

# Lead Technical Business Analyst – Improvement Systems and Technology

## About MSD

### Our purpose

Manaaki tangata, Manaaki whānau

We help New Zealanders to be safe, strong, and independent.

### Our commitment to Māori

As a Te Tiriti o Waitangi partner we are committed to supporting and enabling Māori, whānau, hapū, Iwi and communities to realise their own potential and aspirations.

### Our strategic direction

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| --- | --- | --- |
| Mana manaaki  A positive experience every time | Kotahitanga  Partnering for greater impact | Kia takatū tatou  Supporting long-term social and economic development |

### Our Values

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| --- | --- | --- | --- |
| Manaaki  We care about the wellbeing of people | Whānau  We are inclusive and build belonging | Mahi tahi  We work together, making a difference for communities | Tika me te pono  We do the right thing, with integrity |
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### Working in 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 potential and aspirations.

### The outcomes we want to achieve

* New Zealanders get the support they require
* New Zealanders are resilient and live in inclusive and supportive communities
* New Zealanders participate positively in society and reach their potential

### We carry out a range of responsibilities and functions including

* Employment, income support and superannuation
* Community partnerships, programmes, and campaigns
* Advocacy for seniors, disabled people, and youth
* Public housing assistance and emergency housing
* Resolving claims of abuse and neglect in state care
* Student allowances and loans

### He Whakataukī\*

|  |  |
| --- | --- |
| Unuhia te rito o te harakeke | If you remove the central shoot of the flaxbush |
| Kei hea te kōmako e kō? | Where will the bellbird find rest? |
| Whakatairangitia, rere ki uta, rere ki tai; | Will it fly inland, fly out to sea, or fly aimlessly; |
| Ui mai ki ahau, | If you were to ask me, |
| He aha te mea nui o te ao? | What is the most important thing in the world? |
| Māku e kī atu, | I will tell you, |
| He tangata, he tangata, he tangata\* | It is people, it is people, it is people |
| \*We would like to acknowledge Te Rūnanga Nui o Te Aupōuri Trust for their permission to use this whakataukī. | |

## Position Detail

### Overview of position

#### Technical Business Analysts bridge the gap between business needs and technology, translating requirements into functional and technical solutions. They analyse processes, optimise system functionalities, and support digital transformation initiatives. They facilitate communication between business and technical teams, ensuring clear documentation and supporting successful implementation. Across all levels of business analysis, they apply critical thinking, technical acumen, and strategic insight to deliver business value.

#### As a Lead Technical Business Analyst, you will play a crucial role in ensuring that our systems and processes align with our purpose of "Manaaki Tangata, Manaaki Whānau," by contributing to the safety, strength, and independence of New Zealanders.

#### The role is responsible for:

* Leading and overseeing business analysis efforts across multiple projects and teams.
* Providing strategic advice to delivery leads and senior stakeholders.
* Driving the vision and roadmap for business analysis within the organisation.
* Ensuring alignment between technical solutions and business objectives.
* Advocating for best practices in requirements management and solution design.
* Leading enterprise-wide process improvement and automation initiatives.
* Guiding the adoption of emerging trends and industry best practices.
* Developing training and upskilling programmes for business analysts.
* Ensuring governance and compliance in technical solution delivery.
* Supporting the development and continuous improvement of the BA framework.
* Representing the BA practice in strategic discussions and enterprise-wide initiatives.
* Providing leadership in complex projects, ensuring business analysis aligns with organisational goals.

### Location

National Office, Wellington, or Auckland

### Reports to

Practice Lead

## Key responsibilities

MSD uses the current version of Skills Framework for the Information Age (SFIA) to describe the skills required for roles. Each skill description is made up of an overall definition of the skill and a description of the skill at each of up to seven levels.

The skill level descriptions provide a detailed definition of what it means to practice the skill at each level of competency. The skill level descriptions are aligned to the seven levels of responsibility that ensure consistency throughout the SFIA framework making it solid and robust across professional disciplines.

Required skills

[Business Situation Analysis (BUSA) Level 5](https://sfia.nz/sfia9/busa)

Investigating business situations to define recommendations for improvement action

* Plans, manages and investigates business situation analysis where there is significant ambiguity and complexity.
* Advises on the approach and techniques to be used for business situation analysis.
* Ensures holistic view adopted to identify and analyse wide-ranging problems and opportunities.
* Engages and collaborates with a wide range of stakeholders, including those at the management level.
* Gains agreement from stakeholders to conclusions and recommendations.
* Contributes to definition of organisational standards and guidelines for business situation analysis.

[Requirements Definition and Management (REQM) Level 5](https://sfia.nz/sfia9/reqm)

Managing requirements through the entire delivery and operational lifecycle.

* Plans and drives scoping, requirements definition and prioritisation activities for large, complex initiatives.
* Selects, adopts and adapts appropriate requirements definition and management methods, tools and techniques.
* Contributes to the development of organisational methods and standards for requirements management.
* Obtains input and agreement to requirements from a diverse range of stakeholders.
* Negotiates with stakeholders to manage competing priorities and conflicts.
* Establishes requirements baselines or backlogs.
* Ensures changes to requirements are investigated and managed.

[User Experience Analysis (UNAN) Level 5](https://sfia.nz/sfia9/unan)

Understanding the context of use for systems, products and services and specifying user experience requirements and design goals.

* Determines the approaches to be used for user experience analysis.
* Plans and manages user experience and accessibility analysis activities.
* Provides expert advice and guidance to support the adoption and adaptation of agreed approaches.
* Develops user experience tools, techniques and standards as part of the organisation's framework for user-centred design.

[Methods and Tools (METL) Level 5](https://sfia.nz/sfia9/metl)

Leads the adoption, management and optimisation of methods and tools, ensuring effective use and alignment with organisational objectives.

* Provides authoritative advice and leadership to promote adoption of methods and tools and adherence to policies and standards.
* Evaluates and selects appropriate methods and tools in line with agreed policies and standards.
* Contributes to organisational policies, standards and guidelines for methods and tools.
* Implements methods and tools at programme, project and team levels including selection and tailoring in line with agreed standards.
* Manages reviews of the benefits and value of methods and tools.
* Identifies and recommends improvements that support broader organisational goals.

Stakeholder Relationship Management (RLMT) Level 4

Systematically analysing, managing and influencing stakeholder relationships to achieve mutually beneficial outcomes through structured engagement.

* Deals with problems and issues, managing resolutions, corrective actions, lessons learned and the collection and dissemination of relevant information.
* Implements stakeholder engagement/communications plans.
* Collects and uses feedback from customers and stakeholders to help measure the effectiveness of stakeholder management.
* Helps develop and enhance customer and stakeholder relationships.

[Business Modelling (BSMO) Level 4](https://sfia.nz/sfia9/bsmo)

Creating abstract or distilled models of business scenarios, representing processes, data and roles to support decision-making and analysis.

* Develops models for complex and ambiguous business scenarios.
* Selects appropriate techniques and approaches to ensure models capture the necessary business elements.
* Independently plans modelling activities, ensuring alignment with business objectives.
* Collaborates with operational stakeholders to validate and refine models based on feedback, and to gain agreement on modelling results and their implications.
* Advises stakeholders interpreting and applying models for decision-making and business improvements.

[Business Process Improvement (BPRE) Level 4](https://sfia.nz/sfia9/bpre)

Creating new and potentially disruptive approaches to performing business activities.

* Analyses and designs business processes to identify alternative solutions to improve efficiency, effectiveness and exploit new technologies and automation.
* Develops graphical models of business processes to facilitate understanding and decision-making.
* Recommends implementation approaches for process improvement initiatives.

Desirable skills

[Feasibility Assessment (FEAS) Level 5](https://sfia.nz/sfia9/feas)

Defining, evaluating and describing business change options for financial, technical and business feasibility and strategic alignment.

* Manages investigative work to enable feasibility assessments.
* Collaborates with stakeholders and specialists to get the information required for feasibility assessment.
* Advises on the selection of feasibility assessment approaches and techniques relevant to the business situation and options.
* Prepares business cases, including cost/benefit, impact and risk analysis for each option.

[Problem Management (PBMG) Level 4](https://sfia.nz/sfia9/pbmg)

Managing the lifecycle of all problems that have occurred or could occur in delivering a service.

* Initiates and monitors actions to investigate and resolve problems in systems, processes and services.
* Determines problem fixes and remedies.
* Collaborates with others to implement agreed remedies and preventative measures.
* Supports analysis of patterns and trends to improve problem management processes.

[Change Control (CHMG) Level 3](https://sfia.nz/sfia9/chmg)

Assessing risks associated with proposed changes and ensuring changes to products, services or systems are controlled and coordinated.

* Develops, documents and implements changes based on requests for change.
* Applies change control processes and procedures.
* Applies tools, techniques and processes to manage and report on change requests.

### Levels of responsibility

Autonomy – Level 5

* Works under broad direction.
* Work is self-initiated, consistent with agreed operational and budgetary requirements for meeting allocated technical and/or group objectives.
* Defines tasks and delegates work to teams and individuals within area of responsibility.

Influence – Level 4

* Influences projects and team objectives.
* Has a tactical level of contact with people outside their team, including internal colleagues and external contacts.

Complexity – Level 5

* Performs an extensive range of complex technical and/or professional work activities, requiring the application of fundamental principles in a range of unpredictable contexts.

Business skills – Level 4

* Uses judgment and substantial discretion in identifying and responding to complex issues and assignments related to projects and team objectives. Escalates when scope is impacted.
* Plans, schedules and monitors work to meet given personal and/or team objectives and processes, demonstrating an analytical approach to meet time and quality targets.
* Facilitates collaboration between stakeholders who share common objectives. Engages with and contributes to the work of cross-functional teams to ensure that user/customer needs are being met throughout the deliverable/scope of work.
* Investigates the cause and impact, evaluates options and resolves a broad range of complex issues.
* Encourages and supports team discussions on improvement initiatives. Implements procedural changes within a defined scope of work.
* Applies, facilitates and develops creative thinking concepts and finds alternative ways to approach team outcomes.
* Communicates with both technical and non-technical audiences including team and stakeholders inside and outside the organisation. As required, takes the lead in explaining complex concepts to support decision making. Listens and asks insightful questions to identify different perspectives to clarify and confirm understanding.
* Leads, supports or guides team members. Develops solutions for complex work activities related to assignments. Demonstrates an understanding of risk factors in their work. Contributes specialist expertise to requirements definition in support of proposals.
* Enables others to adapt and change in response to challenges and changes in the work environment.
* Rapidly absorbs and critically assesses new information and applies it effectively. Maintains an understanding of emerging practices and their application and takes responsibility for driving own and team members' development opportunities.
* Maximises the capabilities of applications for their role and evaluates and supports the use of new technologies and digital tools. Selects appropriately from, and assesses the impact of change to applicable standards, methods, tools, applications and processes relevant to own specialism.
* Adapts and applies applicable standards, recognising their importance in achieving team outcomes.

Knowledge – Level 5

* Applies knowledge to interpret complex situations and offer authoritative advice.
* Applies in-depth expertise in specific fields, with a broader understanding across industry/business.

### Embedding Te Ao Māori

* Embedding Te Ao Māori (te reo Māori, tikanga, kawa, Te Tiriti o Waitangi) into the way we do things at MSD.
* Building more experience, knowledge, skills and capabilities to confidently engage with whānau, hapū and iwi.

### Health, Safety and Security

* Understand and implement your Health, Safety and Security (HSS) accountabilities as outlined in the HSS Accountability Framework.
* Ensure you understand, follow and implement all Health, Safety and Security and wellbeing policies and procedures.

### Emergency Management and Business Continuity

* Remain familiar with the relevant provisions of the Emergency Management and Business Continuity Plans that impact your business group/team.
* Participate in periodic training, reviews and tests of the established Business Continuity Plans and operating procedures.

### Know-how

* Comprehensive understanding and extensive knowledge of business analysis methods and practices.
* Extensive experience in leading and overseeing business analysis efforts across multiple projects and teams.
* Ability to provide strategic level advice to the practice and senior stakeholders while leaning on their extensive experience in influence key decisions.
* Experience in driving visions and roadmaps for business analysis within the organisation.
* Extensive experience in ensuring alignment between technical solutions and business objectives.
* Ability to lead enterprise-wide process improvement and automation initiatives.
* Experience in developing training and upskilling programmes for business analysts.

### Key relationships

Internal

* Product Owners
* Delivery Leads
* Developers and Business Analysts
* Other IST and Ministry staff

External

* Third Party Vendors
* Non-government organisations

### Other

Delegations

* Financial – No
* Human Resources – No

Direct reports

* No

Security clearance

* No

Children’s worker

* Not a children’s worker

Travel

* Limited adhoc travel may be required