



**MINISTRY OF SOCIAL
DEVELOPMENT**
TE MANATŪ WHAKAHIATO ORA

Senior 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

Mana manaaki

A positive experience
every time



Kotahitanga

Partnering for greater
impact



Kia takatū tatou

Supporting long-term
social and economic
development



Our Values

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

Working in public service

Ka mahitahi mātou o te ratonga tūmatanui kia hei painga mō ngā tāngata o Aotearoa i āiane, 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 hāpori, 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

The role of the Senior Technical Business Analyst is to ensure the provision of quality advice, analysis and skills to enable an effective transfer of business requirements into a form where these can be translated into working technology applications.

The role works across the Improvement Systems and Technology (IST) Group, the business, and with vendors to ensure that all activity across the system development life-cycle is co-ordinated and focused on value delivery and post-production support.

A Senior Technical Business Analyst has a good understanding of the strategic context and can lead large and complex pieces of work. They lead and mentor people in their work. They develop best practice and can manage communities of practice activities internally. They contribute to stakeholder relationships.

Core functions:

- Develop deep understanding across the range of the technology and product sets to provide advice to both IST teams and business units
- Confirm with parties the suitability of proposed solutions including assessment of impact
- Lead the collection, documentation, interpretation, analysis, confirmation of specifications and management of documentation for new, enhanced or changed requirements from the business
- Lead the development of user stories to capture user experience needs and the refinement and mapping of user stories
- Review test strategies and provide advice in the preparation of suitable testing scenarios/tests and data
- Lead the evaluation and diagnosis of defects in order to support screening, prioritisation and resolution of defects
- Lead workshops to understand business needs and refine technical requirements
- Work with an Agile mindset, utilising new tools and techniques

Location

National Office, Wellington or Auckland

Reports to

Technology People Leader

Key responsibilities

Required skills (SFIA 8)

Requirements definition and management (REQM) Level 5

Managing requirements through the entire delivery and operational life cycle.

- 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 from, and agreement to requirements from a diverse range of stakeholders.
- Negotiates with stakeholders to manage competing priorities and conflicts.
- Establishes requirements baselines.
- Ensures changes to requirements are investigated and managed.

Business situation analysis (BUSA) Level 5

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.

Stakeholder relationship management (RLMT) Level 5

Influencing stakeholder attitudes, decisions, and actions for mutual benefit.

- Identifies the communications and relationship needs of stakeholder groups.

- Translates communications/stakeholder engagement strategies into specific activities and deliverables.
- Facilitates open communication and discussion between stakeholders.
- Acts as a single point of contact by developing, maintaining and working to stakeholder engagement strategies and plans.
- Provides informed feedback to assess and promote understanding.
- Facilitates business decision-making processes.
- Captures and disseminates technical and business information.

User experience analysis (UNAN) Level 4

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

- Selects appropriate techniques and tools to develop user stories and elicit user experience requirements in complex situations.
- Identifies and describes the design goals for systems, products, services and devices.
- Identifies the roles of affected stakeholder groups.
- Resolves potential conflicts between differing user requirements.
- Specifies measurable criteria for the required usability and accessibility of systems, products, services and devices.

Acceptance testing (BPTS) Level 4

Validating systems, products, business processes or services to determine whether the acceptance criteria have been satisfied.

- Develops acceptance criteria related to functional and non-functional requirements, business processes, features, user stories and business rules.
- Designs, specifies and executes test cases and scenarios to test that systems, products and services fulfil the acceptance criteria and deliver the predicted business benefits.
- Collaborates with project colleagues and stakeholders involved in the analysis, development and operation of products, systems or services to ensure accuracy and comprehensive test coverage.
- Analyses and reports on test activities, results, issues and risks including the work of others.

Desirable skills

Application support (ASUP) Level 4

Delivering management, technical and administrative services to support and maintain live applications.

- Maintains application support processes, and checks that all requests for support are dealt with according to agreed procedures.
- Uses application management software and tools to investigate issues, collect performance statistics and create reports.

Change control (CHMG) Level 3

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 procedures.
- Applies tools, techniques and processes to manage and report on change requests.

Testing (TEST) Level 3

Investigating products, systems and services to assess behaviour and whether this meets specified or unspecified requirements and characteristics.

- Designs test cases and test scripts under own direction, mapping back to pre-determined criteria, recording and reporting test outcomes.
- Participates in requirement, design and specification reviews, and uses this information to design test plans and test conditions.
- Applies agreed standards to specify and perform manual and automated testing.
- Automates testing tasks and builds test coverage through existing or new infrastructure.
- Analyses and reports on test activities, results, issues and risks.

Levels of responsibility

Autonomy – Level 5

- Works under broad direction.
- Work is often self-initiated.
- Is fully responsible for meeting allocated technical and/or group objectives.
- Analyses, designs, plans, executes and evaluates work to time, cost and quality targets.
- Establishes milestones and has a significant role in the assignment of tasks and/or responsibilities.

Influence – Level 5

- Influences organisation, customers, suppliers, partners and peers on the contribution of own specialism.

- Makes decisions which impact the success of assigned work, i.e., results, deadlines and budget.
- Has significant influence over the allocation and management of resources appropriate to given assignments.
- Leads on user/customer and group collaboration throughout all stages of work.
- Ensures users' needs are met consistently through each work stage.
- Builds appropriate and effective business relationships across the organisation and with customers, suppliers and partners.
- Creates and supports collaborative ways of working across group/area of responsibility.
- Facilitates collaboration between stakeholders who have diverse objectives.

Complexity – Level 5

- Implements and executes policies aligned to strategic plans.
- Performs an extensive range and variety of complex technical and/or professional work activities.
- Undertakes work which requires the application of fundamental principles in a wide and often unpredictable range of contexts.
- Engages and coordinates with subject matter experts to resolve complex issues as they relate to customer/organisational requirements.
- Understands the relationships between own specialism and customer/organisational requirements.

Business skills – Level 5

- Demonstrates leadership in operational management.
- Analyses requirements and advises on scope and options for continual operational improvement.
- Assesses and evaluates risk.
- Takes all requirements into account when making proposals.
- Shares own knowledge and experience and encourages learning and growth.
- Advises on available standards, methods, tools, applications and processes relevant to group specialism(s) and can make appropriate choices from alternatives.
- Understands and evaluates the organisational impact of new technologies and digital services.
- Creatively applies innovative thinking and design practices in identifying solutions that will deliver value for the benefit of the customer/stakeholder.
- Clearly demonstrates impactful communication skills (oral, written and presentation) in both formal and informal settings, articulating complex ideas to broad audiences.
- Learning and professional development — takes initiative to advance own skills and identify and manage development opportunities in area of responsibility.

- Security, privacy and ethics — proactively contributes to the implementation of appropriate working practices and culture.

Knowledge – Level 5

- Is fully familiar with recognised industry bodies of knowledge both generic and specific, and knowledge of the business, suppliers, partners, competitors and clients.
- Develops a wider breadth of knowledge across the industry or business.
- Applies knowledge to help to define the standards which others will apply.

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

- Knowledge of a broad range of business analysis methods and practices
- Ability to apply knowledge of business practices to identify user needs and technical requirements
- Expertise in the analysis of data to draw business-relevant conclusions and use of data and business process visualisation techniques and tools
- Lead understanding of technology solutions within the business environment
- Understanding of each stage of the software development life cycle and its application

- Capability to lead critical thinking in the analysis of requirements and development of solutions
- Ability to multi-task, prioritise and escalate where necessary
- Working knowledge of a variety of software packages
- Experience in Agile methodologies is highly desirable

Key relationships

Internal

- Technology Product Owner, Technology Product Manager, IST product groups
- Project managers and delivery leads
- Client Service Delivery
- Architects, Testers, and Developers
- Business Enterprise Support Team

External

- Application Software Vendors

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