



Job Description

Job title	Senior Business Analyst
Group	Corporate
Section	Application Development Services (Information Management)
Responsible to	Application Development Team Leader
Responsibility for staff	None
Date	15 th February 2013

Job Purpose

This job exists to provide the organisation with quality software development advice, analysis and project management. The position achieves this through the effective capture and translation of business requirements into technical design documentation and the coordination of the software development project lifecycle.

Functional relationships (relating to others)

External	Purpose of contact with this person/s
<ul style="list-style-type: none"> Other Territorial and Local Authorities Relevant external organisations Consultants Contractors Vendors Forums and communities of practise Users of systems 	<ul style="list-style-type: none"> Collaboration & Requirements Gathering Collaboration & Requirements Gathering Consultation, Requirements Imparting, Coordination Project Management, Requirements Imparting, Coordination, Support Consultation Industry networking & Skills development Requirements Gathering
Internal	Purpose of contact with this person/s
<ul style="list-style-type: none"> Non-technical staff at all levels within the organisation Project groups Software developers Technical delivery teams (IT and IM) 	<ul style="list-style-type: none"> Advice & Requirements Gathering Advice & Requirements Gathering Project Management, Requirements Imparting, Coordination, Support Coordination & Requirements Imparting

Key result areas

The position of Senior Business Analyst encompasses the following major functions or key result areas:

1. Requirements Capture
2. System Design
3. Lifecycle Management
4. Work Management
5. Relationship Management
6. Corporate Contribution

The requirements in the above key result areas are broadly identified below:

Key accountabilities

Key accountabilities (job holder is responsible for)	Key accountability measures (jobholder is successful when)
1. Requirements Capture	
<ul style="list-style-type: none"> • Investigate, record, analyse and confirm system requirements and business processes • Identify overlapping requirements/processes across the existing and upcoming software portfolio • Identify and investigate commercial or open-source options which may offer a more effective solution to some or all of the requirements • Make recommendations to the Business Improvement Team and Application Development Team Leader for business processes requiring refinement • Make recommendations to the system owner and Application Development Team Leader on the value, feasibility and impact of the system requirements • Negotiate acceptance criteria 	<ul style="list-style-type: none"> • Rework is minimised and expectations are met by ensuring all aspects of the system are clearly understood and agreed • Development and procurement is minimised by considering pre-existing solutions • Development and procurement is minimised by considering wider implications of requirements • Systems reflect and support efficient and effective business processes • Systems and features are only built where there is clear value to the organisation and its stakeholders • All projects have User Acceptance criteria which clearly identify the deliverables from the project
2. System Design	
<ul style="list-style-type: none"> • Produce high quality and concise requirements and design documents which accurately reflect the business requirements and can be clearly understood by internal or external Solution Developers • Maintain the Software Development component of the Enterprise Architecture • Provide well-reasoned quality user centred, user interface design advice to the software developers consistent with the architecture and security principles and standards • Provide ad-hoc advice and clarification to software developers throughout the development of the solution 	<ul style="list-style-type: none"> • Project documentation is created and filed so that it can be easily found and used by Software Developers • Enterprise Architecture documentation system Current State is maintained • All documents are completely fully and to the satisfaction of the system owner(s), software developer(s) and Application Development Team Leader • Demonstrate continued skills development in user centred User Interface design cognisant of the current enterprise architecture and security principles and standards • Maintain an in-depth understanding of the projects requirements

Key accountabilities	Key accountability measures
3. Lifecycle Management	
<ul style="list-style-type: none"> • Coordinate and facilitate meetings between the system owner(s) and software developers • Prioritise and coordinate development activities • Delivery timeframes are negotiated to ensure they are realistic for the developer(s) and meet the system owner(s) requirements • Support developers by participating in Unit/Integration Testing • Ensure products entering the User Acceptance Testing phase are built to specification and are of a high quality • Coordinate and facilitate User Acceptance Testing • Coordinate the implementation of the solution with system owner(s), users and technical delivery teams • Setup and maintain technical documentation • Complete project completion documentation 	<ul style="list-style-type: none"> • Project meetings are planned well in advance to ensure maximum attendance • Software developers are clear about the priority of features and the required delivery timelines • Agreed delivery targets are met • Unit/integration testing is methodical and results are recorded and shared with the software developer for remedial action • The system owner is only asked to perform User Acceptance Testing when all reasonable steps have been taken to ensure the solution is ready for delivery • Users are supported through the User Acceptance Testing process. Results are recorded and stored • The Change Management Process is followed for all implementations • Rollouts are planned and scheduled to minimise the organisation impact • Dependent teams are given adequate notice and detail to prepare for their part of the delivery • Project documentation is stored in the appropriate location, following Information Management Policy and naming standards
4. Work Management	
<ul style="list-style-type: none"> • Manage a variety of tasks concurrently and show flexibility of work patterns in order to meet timeframes and delivery • Suggest new processes and techniques which will improve the efficiency or effectiveness of the team 	<ul style="list-style-type: none"> • Work is delivered on time and to requirements • Processes and techniques are regularly reviewed, robust and represent an efficient and effective blend of industry best practice and organisation requirements
5. Relationship Management	
<ul style="list-style-type: none"> • Developing and maintaining close working relationships with internal and external contacts as appropriate • Approach technical concepts in plain English and with an approachable style • Demonstrate patience, tolerance and understanding • Maintain a professional attitude • Undertaking any other relevant duties as directed by the Application Development Team Leader • Provide regular feedback to the Application Development Team Leader 	<ul style="list-style-type: none"> • Effective relationships are developed and maintained with internal and external contacts • System owner(s) feel comfortable and confident discussing technical and business concepts • Any additional duties are completed to appropriate standards • Concerns and suggestions are raised in a timely way • Good judgement and initiative is demonstrated
6. Corporate contribution	
<ul style="list-style-type: none"> • Promote the implementation of the Corporate Culture Statement, Leadership Model and 	<ul style="list-style-type: none"> • Corporate responsibilities are undertaken and completed accurately, meeting specified

Key accountabilities	Key accountability measures
<p>Health and Safety Systems</p> <ul style="list-style-type: none"> Recognise individual responsibility for Workplace Health and Safety under the Health and Safety in Employment Act 1992 Meet the statutory responsibilities detailed in the Information Management Policy and Procedures standard Meet Bay of Plenty Regional Council's statutory responsibilities for civil defence and emergency management 	<p>standards and within agreed timeframes</p> <ul style="list-style-type: none"> Hazards are identified and all incidents and accidents are reported Participate in any wellness programmes, such as stress management training and health monitoring Council records are created and maintained in corporate information systems, meeting specified information management standards Participate in any civil defence and emergency management training initiatives and assist with any civil defence emergencies, as part of Bay of Plenty Regional Council's responsibilities for civil defence and emergency management

Delegations

In addition to any financial delegation outlined in the Council's Delegation Manual this job:

Does / Does not control a budget Amount \$

Jobholder can spend unbudgeted capital Yes No Amount \$

Jobholder can/cannot authorise expenditure from another person's budget Amount \$

Jobholder is responsible for committing the organisation to long term contracts Yes No

Jobholder signs correspondence on behalf of the Council Yes No

Freedom to Act

Guidelines and support available to assist the job holder to make decisions e.g. policy documents, standard procedures, reference to team leader or senior staff.

- Position has a high level of autonomy
- Work outputs and completion targets are set by Software Development and Organisation policy/process
- Work method is subject to general instructions with individual approach and creativity encouraged to suit the project and staff
- Assistance is given by request rather than through continuous hands-on support
- Progress is reviewed periodically

Work complexity

Most challenging duties typically undertaken and the frequency of it being performed:

On a daily basis:

- Optimise the organisations efficiency through system design and project management
- Bring order to requirements which could be unpredictable and conflicting
- Present technical information in an audience appropriate way to all levels of the organisation

On a weekly basis:

Senior Business Analyst

- Ensure the quality of products delivered to business units
- Maintain a strong awareness of industry best practice and advancements in technology

Person specification

Minimum academic qualifications and experience required:	
Essential	Desirable (for recruitment purposes only)
<ul style="list-style-type: none"> • Tertiary degree in Information Technology, Computer Science or equivalent • A clean and valid driver's licence 	<ul style="list-style-type: none"> •
Knowledge / Experience (indicate years of experience required as appropriate)	
<ul style="list-style-type: none"> • 5+ years' experience of business analysis • 2+ years' project management experience 	<ul style="list-style-type: none"> • Prince2 project management training • Exposure to Regional Council business units and systems • Software development project management experience (waterfall and agile) • Basic testing skills

Key skills/attributes/job specific competencies

The following indicates what would typically be expected for this role at a competent level:

Working knowledge	<ul style="list-style-type: none"> • Excellent project and time management skills • Excellent skills in Microsoft Outlook, Word, Excel, PowerPoint and Visio • Working knowledge of Microsoft Project • Well-developed written and verbal ability • Knowledgeable in the use of UML and Use Cases • In-depth understanding of the Software Development Life Cycle • In-depth understanding of the Application Development Services software methodology
Awareness	<ul style="list-style-type: none"> • Community, cultural and political awareness • Function and capabilities of the Bay of Plenty Regional Council software applications • Capabilities of solution/software development frameworks • Community, cultural and political awareness

Personal attributes / Key behaviours

- Ability for creative thinking and problem solving
- Capability for critical thinking in the analysis of requirements and development of solutions
- A professional approach
- A mature and methodical manner
- Sound judgement and initiative
- Ability to work well in a team or independently
- Conflict resolution skills
- A high level of courtesy, listening and communication skills
- Ability to multi-task, prioritise and escalate where necessary
- Ability to learn quickly

Other requirements

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- Occasionally required to work outside normal hours
 - Willingness to travel within the Bay of Plenty Region to fulfil job requirements
 - Willing to drive Regional Council vehicles

Change to job description

From time to time it may be necessary to consider changes in the job description in response to the changing nature of our work environment. Such changes, including technological requirements or statutory changes, may be initiated by the manager of this job with due consultation with the position holder. This job description should be reviewed as part of the preparation for performance planning for the annual performance cycle.

Recommended:

Manager

Date

Approved:

Manager

Date

Discussed with Incumbent:

Employee

Date