# Business Analyst

## Technology Services & Solutions (TSS), Organisational Capability and Services Branch (OCS)

The purpose of this position is to provide business analysis services at an intermediate level (i.e. at a level where responsibilities are carried out self-sufficiently and knowledgeably).

* Reporting to: Team Leader Business Analysis

Location: Wellington

* Salary range: Information Technology G

What we do matters – our purpose

Our purpose is to serve and connect people, communities and government to build a safe, prosperous and respected nation.

In other words, it’s all about helping to make New Zealand better for New Zealanders.

How we do things around here – our principles

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| This is an icon for our three principles, 'We make it easy, we make it work,' 'We're stronger together,' and 'We take pride in what we do.' | We make it easy, we make it work * Customer centred
* Make things even better
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| We’re stronger together * Work as a team
* Value each other
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| We take pride in what we do * Make a positive difference
* Strive for excellence
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Working effectively with Māori

Te Aka Taiwhenua – our Māori Strategic Framework – enables us to work effectively with Māori. We accept our privileged role and responsibility of holding and protecting the Treaty of Waitangi / Te Tiriti o Waitangi.

| What you will do to contribute | As a result we will see |
| --- | --- |
| **Support delivery of projects*** Specify the business scope and requirements of applications; and manage the scope boundaries between individual projects at the micro and macro level
* Liaise with business managers, users and technical specialists, and respond to queries from them, to provide solutions for scope management problems
* Produce business analysis deliverables in line with the System Development Life Cycle
* Contribute to the development of the business case for individual projects
* Ensure that the relevant IT and user documentation is produced or updated, and that processes such as change control and deployment are applied
* Propagate and comply with the planning and control requirements of the Enterprise Portfolio Management Office
 | * All impacted areas are engaged
* Required sign offs for deliverables are obtained
* Estimates for allocated tasks match actuals most of the time
* Agreed milestones are met
* Agreed deliverables are completed
* All documentation is up to date and complies with DIA standards
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| **Business Analysis*** Carry out a high standard of requirements analysis, specification and documentation, including validation of the documentation with stakeholders before development begins
* Monitor delivery of business requirements to ensure the most appropriate solutions to business needs are delivered – by working through the implementation phases of the delivery lifecycle with the Project Managers, technical specialists and business users
 | * BA best practice standards are identified, agreed / recommended and applied
* High quality documentation is provided for internal and external consumption in the Department’s and its stakeholders’ required formats
* Outputs effectively support the disciplines that use these outputs (e.g. Design, Development, Testing, Training, Comms, Operations)
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| **Support Business needs*** Advise on operational procedures relating to computerised business processing and support systems
* Provide comprehensive information to management on all aspects of specified processing
* Provide ongoing business advice on strategic deployment of emerging technologies
 | * Business process steps are improved as a result of the project / initiative (e.g. simplified, strengthened, higher quality)
* Recommendations are made to improve systems / processes
* The project / initiative’s business objectives are met
* All stakeholder impacts are considered and incorporated where appropriate
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| **Health and safety (for self)*** Work safely and take responsibility for keeping self and colleagues free from harm
* Report all incidents and hazards promptly
* Know what to do in the event of an emergency
* Cooperate in implementing return to work plans
 | * A safe and healthy workplace for all people using our sites as a place of work
* Health and safety guidelines are followed
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|  | Advise | Collaborate with | Influence | Inform | Manage/lead | Deliver to |
| --- | --- | --- | --- | --- | --- | --- |
| Who you will work with to get the job done |
| Internal | Programme Managers, Project Managers | ✓ | ✓ |  | ✓ |  | ✓ |
| Business Analysis leadership team and staff | ✓ | ✓ |  | ✓ |  | ✓ |
| TSS staff including Architects, Developers, Test Analysts, Technical Specialists | ✓ | ✓ | ✓ | ✓ |  |  |
| Business Group stakeholders | ✓ | ✓ | ✓ | ✓ |  |  |
| External | External vendors/suppliers | ✓ | ✓ | ✓ | ✓ |  |  |
| Other government agencies  | ✓ | ✓ | ✓ | ✓ |  |  |

| Your delegations  |
| --- |
| Human Resources and financial delegations | Level Z |
| Direct reports | none |

| Your success profile for this role | What you will bring specifically |
| --- | --- |
| At DIA, we have a Capability Framework to help guide our people towards the behaviours and skills needed to be successful. The core success profile for this role is [Specialist](http://www.dia.govt.nz/diawebsite.nsf/Files/DIA_Profile_Specialist_v7/%24file/DIA_Profile_Specialist_v7.pdf).**Keys to Success:*** Problem solving
* Critical thinking
* Interpersonal savvy
* Navigating complexity
* Communicating with influence
* Technical and specialist learning
 | **Experience:** * Proven experience across the project lifecycle and the solution development lifecycle – including business analysis & research, business process mapping, and the documentation of business requirements (functional & non-functional)
* Proven experience in providing high quality documentation and communications (verbal & written) within a project or programme
* Proven experience in successfully managing diverse stakeholder relationships both within an organisation and externally (i.e. vendors, across organisations)

**Knowledge:*** Sound understanding of Information & Communication Technology best practices, standards and methods

**Skills:*** Strategic capability: the ability and desire to think beyond immediate issues, to consider the long-term and broader implications, and clearly identifies what needs to be done
* Sound project management skills: able to plan, manage and follow through, ensures the best flow and completion of activities that deliver project results, on time, to specification and within budget
* System and information management skills: able to manage information and systems needed to achieve business objectives
* Systems thinking skills: able to predict and influence the behaviour of any system through understanding the underlying structure
* Strong self-management skills: able to take the initiative on business analysis activities without assistance, to apply a range of appropriate analytical techniques with minimal supervision, and to solve problems with minimal supervision

**Other requirements:*** Relevant tertiary qualification or equivalent experience
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