



# Job description

Haere mai

This job description is your go-to place for all the ins and outs of this role at Internal Affairs

## Senior Systems Analyst

### Data & Technical Capabilities, Service Delivery and Operations

The purpose of this position is to:

- Provide business ownership, management and technical leadership for multiple IT business systems
- Represent Operations on key branch and Departmental initiatives where system expertise is required
- Manage relationships with key internal and external stakeholders.
  - **Reporting to:** Systems Manager
  - **Location:** Wellington
  - **Salary range:** Band H, Delivery

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### 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.

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### How we do things around here – our principles



#### We make it easy, we make it work

- Customer centred
- Make things even better

#### We're stronger together

- Work as a team
- Value each other

#### 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
<p><b>Provide Business ownership, management and technical leadership for multiple IT business systems supporting the SDO business operations</b></p> <ul style="list-style-type: none"><li>• Ensures that business systems are maintained, supported and meet best practice business, governance and technical requirements to meet current and future business needs</li><li>• Identifies opportunities in consultation with staff to enhance business systems and completes critical analysis of system information to advise on and develop systems improvements</li><li>• Provides input into the development of operational policy and business processes from a systems perspective and identifies and understands the impact of policy changes on business systems</li><li>• Provides technical leadership to the Business Services Leadership Team and the wider SDO staff cohort</li><li>• Provides coaching for SDO staff in system understanding and use</li><li>• Works with system providers (internal and external) to analyse technical system requirements relating to business process changes, including testing, trialling, implementation and monitoring</li><li>• Completes the required system configuration and system administration for changes to the system.</li></ul>	<ul style="list-style-type: none"><li>• Systems are well configured and with the appropriate levels of user access</li><li>• Service requests and systems enhancements are scoped, priced and prioritised appropriately</li><li>• Acceptance testing is undertaken and new releases are implemented as required</li><li>• Required system changes and development are undertaken so that new and updated business processes are implemented successfully and effectively with minimal impact</li><li>• Data standards are maintained</li><li>• SDO Business Unit Leadership Teams are well supported and advised</li><li>• User support provided to staff as required.</li></ul>

What you will do to contribute	As a result we will see
<p><b>Represent Operations on key branch and Departmental initiatives where system expertise is required</b></p> <ul style="list-style-type: none"> <li>• Provides systems expertise into key initiatives to ensure business needs, impacts and risks are understood and managed</li> <li>• Leads discussion and communication within SDO to ensure all feedback on changes and initiatives are captured</li> <li>• Leads system development projects including the development and maintenance of project plans and establishment and leadership of project teams.</li> </ul>	<ul style="list-style-type: none"> <li>• Opportunities for business improvement are actively identified, assessed, evaluated and the SDO Business Unit Leadership Teams are well advised on potential interventions</li> <li>• Issues are clearly identified and appropriate solutions are implemented within delegated authority</li> <li>• Agreed responsibilities delivered on time and within budget</li> <li>• Business problems and recommended interventions are clearly defined, articulated and evidenced</li> <li>• Key stakeholder interests and needs are mapped and well understood.</li> </ul>
<p><b>Stakeholder relationship management</b></p> <ul style="list-style-type: none"> <li>• Builds strong and positive internal and external relationships with relevant key stakeholders including senior managers, staff, the wider Branch and Department and system providers</li> <li>• Manages relationship with system stakeholders and users to ensure that systems are meeting requirements</li> <li>• Manages relationships with service providers to ensure that service levels are being met and support costs are within agreed budget (including Technology Services and Solutions and external service providers).</li> </ul>	<ul style="list-style-type: none"> <li>• All advice, information and support provided to stakeholders meet legislative requirements and statutory obligations</li> <li>• Issues are communicated and resolved in accordance with agreed timeframes</li> <li>• Sound skills and judgement demonstrated in building and maintaining relationships and handling difficult issues.</li> </ul>
<p><b>Coordinate the business response to systems audit programmes</b></p> <ul style="list-style-type: none"> <li>• Liaise with internal and external stakeholders to implement audit programmes</li> <li>• Coordinate management response to audit recommendations and liaise with relevant advisers and managers to implement recommendation</li> <li>• Monitor and report against audit recommendations.</li> </ul>	<ul style="list-style-type: none"> <li>• Annual systems audits confirm that appropriate arrangements are in place.</li> </ul>

What you will do to contribute	As a result we will see
<p><b>Risk Management</b></p> <ul style="list-style-type: none"> <li>Risks and issues are managed across each business improvement initiative and mitigation responses are coordinated across the Operations programme of work.</li> <li>Co-ordinate and contribute to risk management activities programmes and processes.</li> <li>Establish and maintain an effective working relationship with the Risk Adviser</li> <li>Comply with all relevant DIA and SDO policies, procedures, standards and legal requirements in own work practices e.g. Code of Conduct, Health and Safety, Public Finance Act 1989.</li> </ul>	<ul style="list-style-type: none"> <li>SDO Business Unit Leadership Teams are well advised on risks and issues</li> <li>Risk management documentation for the unit is kept up-to-date</li> <li>Risk management reports are completed within agreed timeframes.</li> </ul>
<p><b>Health and safety (for self)</b></p> <ul style="list-style-type: none"> <li>Take responsibility for keeping self free from harm</li> <li>Follow safe working procedures</li> <li>Report incidents and hazards promptly and suggest remedies where appropriate</li> <li>Know what to do in the event of an emergency</li> <li>Co-operate in implementing rehabilitation plan.</li> </ul>	<ul style="list-style-type: none"> <li>Health and safety guidelines are followed.</li> </ul>

Who you will work with to get the job done		Advise	Collaborate with	Influence	Inform	Manage/lead	Deliver to
Internal	Operations managers and other staff	✓	✓	✓	✓		✓
	Technology Services and Solutions (TSS)	✓	✓	✓	✓		✓
	SDO managers, team leaders and staff	✓	✓	✓	✓		
	Project Managers, Business Analysts and other staff	✓	✓	✓	✓		✓
	Branch Development and Support Unit	✓	✓	✓	✓		
	DIA Corporate units	✓	✓		✓		
External	Relevant system service providers (directly and through TSS)	✓	✓	✓	✓	✓	✓
	The Office of the Privacy Commissioner	✓	✓	✓	✓		

Your success profile for this role	What you will bring specifically
<p>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 <a href="#">Specialist</a>.</p> <p><b>Keys to Success:</b></p> <ul style="list-style-type: none"><li>• Problem solving</li><li>• Critical thinking</li><li>• Interpersonal savvy</li><li>• Navigating complexity</li><li>• Communicating with influence</li><li>• Technical and specialist learning</li></ul>	<p><b>Experience:</b></p> <ul style="list-style-type: none"><li>• Managing business systems and vendor relationships</li><li>• Translating business policies and process into technical system requirements</li><li>• Managing change control processes</li><li>• Working in a service delivery environment</li></ul> <p><b>Education</b></p> <ul style="list-style-type: none"><li>• Relevant tertiary qualification or equivalent experience</li></ul> <p><b>Knowledge:</b></p> <ul style="list-style-type: none"><li>• Working knowledge best practice business applications management</li><li>• Knowledge of the Privacy Act 1993, including the rules for information matching and the use of public registers</li><li>• Understanding of information security practices and technologies</li><li>• Understanding of IT operating environment and technical language</li></ul> <p><b>Skills:</b></p> <ul style="list-style-type: none"><li>• 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</li><li>• Collaboration: the ability to work across many stakeholders on the development of operational policy and specialist advice to achieve high quality and fit for purpose solutions</li><li>• Project management: the ability to plan, manage and follow through, to ensure the best flow and completion of activities that deliver the project results, on time, to specification and within budget</li><li>• Systems thinking: the ability to predict and influence the behaviour of any system through understanding the underlying structure</li></ul> <p><b>Other requirements:</b></p> <ul style="list-style-type: none"><li>• New Zealand Citizenship</li><li>• Ability to attain and maintain a satisfactory security clearance.</li></ul>