



Job description

Haere mai

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

Business Intelligence Analyst

Agency Partnerships & Capability, Digital Public Service Branch

The Business Intelligence Analyst assists the Branch to determine the data it needs and transforms data into insights that drives business value. Through use of data analytics, data visualization and data modeling techniques and technologies, they identify trends and create and provide insights for internal and external stakeholders and agency customers to answer key questions, solve problems and support informed decision making.

- **Reporting to:** Manager Business Intelligence
- **Location:** Wellington
- **Salary range:** IT I

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



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



Te Tari Taiwhenua
Internal Affairs

Working effectively with Māori

Te Aka Taiwhenua – our Māori Strategic Framework – enables us to work effectively with Māori. Te Aka Taiwhenua is underpinned by our mātāpono – Kotahitanga, Manaakitanga, Whānaungatanga, He Tāngata.

As DIA is an agent of the Crown, Te Tiriti o Waitangi/The Treaty of Waitangi is important to everything we say or do. We recognise it as an enduring document central to New Zealand’s past, present and future. Building and maintaining meaningful relationships is important to work effectively with Māori, stakeholders and other agencies. 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>Business Requirements and Improvement</p> <ul style="list-style-type: none"> • Develop an excellent understanding of the systemwide strategy, objectives and goals of the GCDO and Branch. • Evaluate internal and external customers’ needs and abilities in order to provide appropriate solutions. • Use this understanding, along with an analysis of Branch operations and consultation with key stakeholders, to determine information and business intelligence requirements and opportunities. • Work with the Business Intelligence Manager and stakeholders to identify key issues and prioritise performance indicators across the system • Work with the Branch and the agencies it serves to set up effective key performance indicators and other metrics as required to generate data on branch, agency and system performance and progress. • Identify external sources of information that would be relevant and useful to achievement of the Branch’s purpose. • Lead and identify new solutions to improve business performance. • Provide advice and guidance to Branch staff on the approach to and procedures for the collection, analysis and use of data (in relation to their work). • Advise on how BI (processes, practices and technologies) play a critical role in improving business management and optimisation. • Direct, organise, and lead BI projects in the implementation and use of new BI software tools and systems. | <ul style="list-style-type: none"> • Key Performance Indicators are agreed and put in place to allow robust performance planning • New solutions are identified to improve business performance while matching the purpose of the Branch • Collected data is used in a meaningful and easily explainable way to promote understanding and usefulness to other staff within the Branch • The process for setting the branch priorities and strategic direction is informed by accurate, timely advice • Identification and development of new solutions to improve business performance |

| What you will do to contribute | As a result we will see |
|---|---|
| <p>Provide Intelligence Analysis, Advice and Reporting</p> <ul style="list-style-type: none"> • Provide intelligence analysis across the Branch to inform and achieve high quality, timely and successful services and outcomes by: <ul style="list-style-type: none"> ◦ Engaging with external stakeholders and other staff within the branch ◦ Researching business problems and creating models that help analyse these business problems ◦ Producing intelligence reports ◦ Providing advice and guidance based on intelligence reports and analysis to both internal and external stakeholders • Explore the data and discover patterns, meaningful relationships, anomalies and trends; manipulate and simplify data to create new and powerful insights. • Formulate concepts and ideas from data and present findings and insights in creative ways (tailored to the audience). • Design system-wide “views” and custom reports, working closely with others across the Branch to ensure a common approach. • Research tools, frameworks and mechanisms for data analytics. • Interface with vendors to keep abreast of new technologies and customer applicability. • Use graphical and other visualisation techniques to facilitate a range of technical and non-technical audiences’ understanding of data. | <ul style="list-style-type: none"> • Data is transformed into action-oriented information and people are able to use that information correctly • Systems are in place to support effective risk and intelligence identification/gathering and reporting • Descriptive, prescriptive, exploratory and/or predictive insights that answer key questions and support informed decision making for internal and external stakeholders and agency customers. |
| <p>Data Management</p> <ul style="list-style-type: none"> • Identify and catalogue the Branch’s available data and their sources. • Review and validate incoming data and ensure it is stored and maintained appropriately. • Monitor analytics and results of metrics to assure the integrity of the data collected and its use. • Perform data profiling to identify and understand anomalies. • Use data sources to effectively support the branch to target activity to areas that would provide the best return. | <ul style="list-style-type: none"> • Data is effectively managed and stored, and can be easily referenced and maintained • Relevant reporting and analytics are obtainable and can be produced as required |

| What you will do to contribute | As a result we will see |
|---|--|
| <p>Stakeholder Engagement</p> <ul style="list-style-type: none"> Engage with a range of external stakeholders in order to ensure they are well informed and provide advice and guidance to them Establish, build, collaborate and maintain effective working relationships with key stakeholders within the Department and with public sector agencies Participate in cross-departmental and agency working-and-interest groups as required Support engagement and strategic partnerships with the other branches and agencies to promote a shared level of understanding of respective roles and priorities, and those of the Department and the wider GCDO | <ul style="list-style-type: none"> Strong and efficient working relationships (both internal and external) will assist the branch to meet its responsibilities |
| <p>Health and safety (for self)</p> <ul style="list-style-type: none"> 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 | <ul style="list-style-type: none"> A safe and healthy workplace for all people using our sites as a place of work. Health and safety guidelines are followed |

| Who you will work with to get the job done | | Advise | Collaborate with | Influence | Inform | Manage/lead | Deliver to |
|--|--|--------|------------------|-----------|--------|-------------|------------|
| Internal | Manager Business Intelligence | ✓ | ✓ | | ✓ | | ✓ |
| | Business Intelligence colleagues | ✓ | ✓ | ✓ | ✓ | | |
| | General Managers; Senior Leadership Team | ✓ | | | ✓ | | ✓ |
| | Manager and colleagues responsible for measurement and performance reporting | ✓ | ✓ | ✓ | ✓ | | ✓ |
| | Strategic Advisors, Specialist Consultants and other Branch managers and staff | ✓ | ✓ | ✓ | ✓ | | ✓ |
| External | Government agency managers and staff | | ✓ | | ✓ | | ✓ |
| | Agency customers | | ✓ | | ✓ | | ✓ |
| | Vendors and suppliers | | ✓ | | ✓ | ✓ | |

| Your delegations | |
|---|---------|
| Human Resources and financial delegations | Level Z |
| Direct reports | Nil |

| 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 Specialist.</p> <p>Keys to Success:</p> <ul style="list-style-type: none"> • Problem solving • Critical thinking • Interpersonal savvy • Navigating complexity • Communicating with influence • Technical and specialist learning | <p>Experience:</p> <ul style="list-style-type: none"> • Experience with data analysis, data modelling, data mining and data visualisation is essential. • Experience with Microsoft software such as Microsoft Power BI is preferred. • Programming experience in SQL is preferred. • Experience with data warehousing and Microsoft Azure would be an advantage. • Experience with business analysis techniques or other related technical business experience would be an advantage. <p>Knowledge:</p> <ul style="list-style-type: none"> • A thorough understanding of data collection, validation, manipulation and management, and statistical analysis techniques and methodologies is essential. • A good understanding of programming languages. • An understanding of the theory of visualisation would be advantageous. • An understanding of business analysis techniques would be an advantage. <p>Skills:</p> <ul style="list-style-type: none"> • Strong communication skills, including writing and developing informative presentations. • The ability to simplify complex information for a non-technical audience. • Able to quickly grasp customer needs; be able to engage and influence stakeholders. • A combination of technical skills, including programming, data modelling and statistics, and analytical and problem-solving skills. • Demonstrated attention to detail and accuracy. <p>Other requirements:</p> <ul style="list-style-type: none"> • A tertiary degree in information systems, data science, computer engineering, |

| Your success profile for this role | What you will bring specifically |
|---|--|
| | business analysis, information technology or statistics, specialist qualifications or certification, or equivalent work experience is essential. |