

# BUSINESS SYSTEM ANALYST

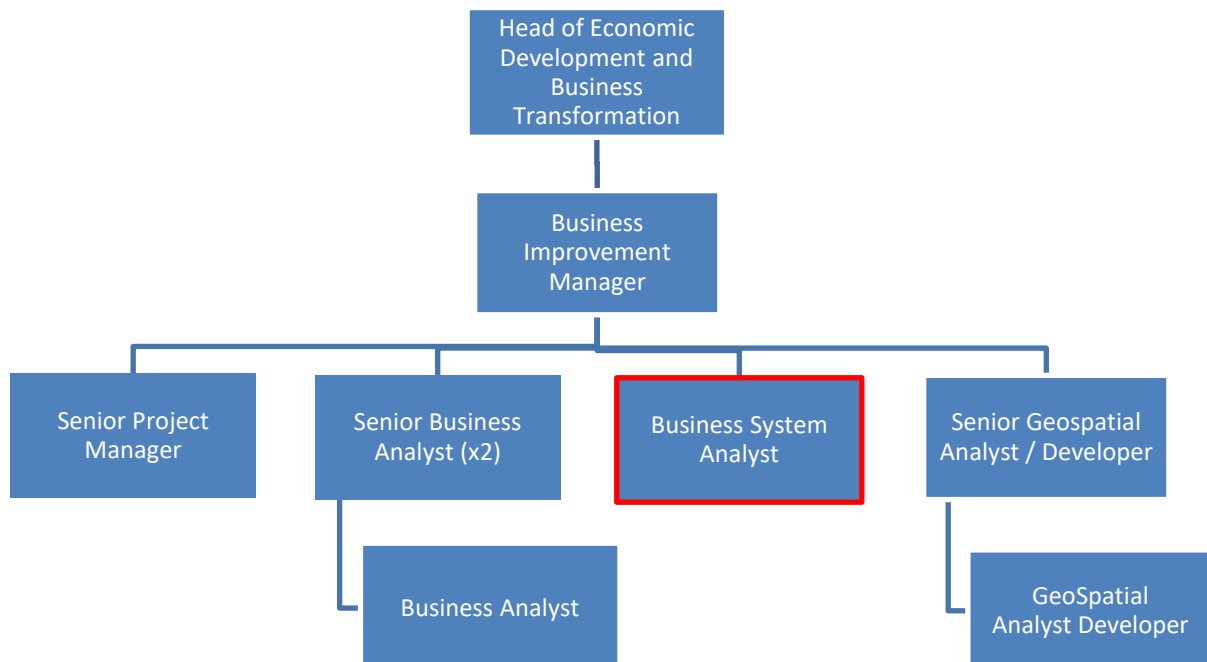
## POSITION DESCRIPTION

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### POSITION INFORMATION

<b>Group</b>	<i>Economic Development and Business Transformation</i>
<b>Team</b>	Business Improvement
<b>Reports to</b>	Business Improvement Manager
<b>Direct Reports</b>	Nil
<b>Primary Location</b>	12 Taniwha Street and mobile between various Council Offices and around the District to fulfil key tasks
<b>Financial Authority</b>	\$0

### TEAM STRUCTURE



## POSITION PURPOSE

Using your technical skills, to support and build organisational capability for the Technology One ERP system, implementing and configuring solutions to improve and automate business processes

## KEY RESPONSIBILITIES

Responsibility	Key Functions/outcome
System Technical Support	<ul style="list-style-type: none"> <li>• Work alongside the IT Helpdesk to monitor, triage and resolve any requests that are passed onto Technology One</li> <li>• Ensure requests to Technology One are consistent and support the philosophy of Adopting not Adapting</li> <li>• Train the business on basic report, form creation and be the go-to person for any advanced form, workflow and reports creation.</li> <li>• Streamline request resolutions through the implementation of efficient processes and procedures.</li> <li>• Provide technical expertise on ETL, data collection, cleansing and reporting / analytics and open data methods.</li> <li>• Provide feedback and guidance to managers of datasets and module owners to assist in achieving consistency for reporting and analytics across all corporate databases.</li> </ul>
Business System Analysis	<ul style="list-style-type: none"> <li>• Deliver identified solutions from scoping to implementation including;               <ul style="list-style-type: none"> <li>- Requirement capturing - elicit, analyse, communicate and validate requirements for possible change to business systems and/or processes.</li> <li>- Design and build of systems and processes,</li> <li>- Testing of end to end systems and processes,</li> <li>- Composing comprehensive training documentation,</li> <li>- Ensuring staff competencies are achieved by delivering end user training.</li> </ul> </li> <li>• Ensure consistency amongst any reporting and form creation by the business bearing in mind the connection and effects across all the system modules.</li> <li>• Carry out technical design and creation of advanced forms, workflows and reports creation predominantly within Technology One.</li> <li>• Proactively seek opportunities and areas of business improvement and develop solutions.</li> <li>• Develop and maintain a sound technical understanding of organisational systems and processes.</li> <li>• Develop and maintain strong working relationships with management, managers and staff across the business.</li> </ul>
Project Management	<ul style="list-style-type: none"> <li>• Undertakes projects and/or other initiatives that may be assigned by the manager or SLT.</li> <li>• Develop an understanding of TDCs Project Management methodology</li> </ul>
Digital Solutions	<ul style="list-style-type: none"> <li>• Champion content, storytelling and digital innovation where-ever possible</li> <li>• Open to new ideas, new ways of doing things through digital solutions.</li> <li>• Participates in and supports new digital solutions.</li> <li>• Handles situations and problems with innovation and creativity</li> </ul>
Building best people (corporate contribution)	<ul style="list-style-type: none"> <li>• Be a team player – activity participate in, critically assess and discuss Council policies and plans</li> <li>• Take initiative in understanding “the way things are done” in the business, from policies and procedures to business planning, including performance development processes</li> </ul>

Responsibility	Key Functions/outcome
	<ul style="list-style-type: none"> <li>Ensure accuracy of information/records in systems adopted by the department/organisation.</li> </ul>
Health & Safety and Wellbeing	<ul style="list-style-type: none"> <li>Model a culture of safety and wellbeing for your staff (if in a Supervisor/Manager position)</li> <li>Take responsibility for your own health and safety</li> <li>Ensure your own actions keep self and others safe</li> <li>Identify, report and assist to eliminate hazards/risks in work place</li> <li>Participate in local work place safety management practices</li> <li>Participate in workplace wellbeing initiatives</li> <li>Ensure compliance under Health and Safety at Work Act 2015</li> </ul>
Emergency Management	<ul style="list-style-type: none"> <li>Participates in civil defence emergency management (CDEM) events and training if required</li> </ul>

Note: This is a broad outline of the responsibilities for this position and not an exhaustive list of your responsibilities. Key responsibilities may vary from time to time as directed by your supervisor/manager to accommodate the operational needs of the team and organisation.

## FUNCTIONAL RELATIONSHIPS

Internal	External
<ul style="list-style-type: none"> <li>ICT Help Desk</li> <li>Senior Business Analysts</li> <li>ICT Operations Manager</li> <li>Information management</li> <li>All Staff</li> </ul>	<ul style="list-style-type: none"> <li>Public</li> <li>Consultants/Professional Advisors</li> <li>Other Local Authorities and Government Agencies</li> <li>District ratepayers and residents, including iwi</li> </ul>

## VISION

*“Making a better life for you and your families. We’re in this together – let’s make it work!”*

## VALUES

**Kia kōtāhi mai – We’re in this together**

**Unite | Connect | Deliver**

**Kōtahitanga**

Six key behaviours summarises how we will operate and support our values:

- Share and seek information with open, effective and intentional communication
- Support one another with honesty, respect and integrity in all interactions
- Exceed expectations of the community and beyond
- Seek improvement in all that we do
- Harmonise life and work

- Build a stronger relationship with the whenua and the people

## PERSON SPECIFICATION

### Education and Qualifications

Essential	Desirable
<ul style="list-style-type: none"> <li>• Possess high level IT technical skills 3 or more years' experience in a business processes or workflow implementation and automation.</li> <li>• Business Analysts experience in a relevant IT profession.</li> <li>• Strong SDLC knowledge and experience</li> <li>• Process excellence but also a practical approach</li> <li>• A current driver's licence</li> </ul>	<ul style="list-style-type: none"> <li>• Relevant IT (digital) qualifications or experience</li> <li>• Post graduate study such as MBA or similar</li> <li>• Local Government experience</li> </ul>

### Personal Attributes

Essential	Desirable
<ul style="list-style-type: none"> <li>• Customer focused</li> <li>• Ability to guide, influence and empower users</li> <li>• Problem solving and analytical skills</li> <li>• Adaptable to changing work priorities</li> <li>• Well organised</li> <li>• Ability to use initiative</li> <li>•</li> </ul>	<ul style="list-style-type: none"> <li>• High levels of EQ (emotional quotient)</li> </ul>

### Competencies and Experience

Essential	Desirable
<ul style="list-style-type: none"> <li>• Technologically savvy and familiar with computer systems (Microsoft Office, database principles, browser based application delivery)</li> <li>• Understanding of the software development lifecycle (SDLC)</li> <li>• Understanding of IT enterprise systems</li> <li>• Understanding of the principals of integrated systems</li> <li>• Excellent communication and facilitation skills</li> <li>• Strong relationship building skills</li> <li>• Advanced organisational skills</li> <li>• Strong documentation and report writing skills</li> </ul>	<ul style="list-style-type: none"> <li>• Project management skills</li> <li>• Understanding of business process and improvement techniques</li> </ul>

## JOB DESCRIPTION SIGN-OFF

*Please note that this Job Description will be discussed annually to ensure currency of the position responsibilities.*

<b>Manager</b>	<b>Employee</b>
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Name		
Signature		
Date		