



## Position description

Position: Technical Business Analyst

Group: Corporate Services

Reports to: Manager, IT Strategy and Engagement

Date: November 2019

*The Controller and Auditor-General is a statutory officer of Parliament. The role is a constitutional safeguard to maintain the financial integrity of New Zealand's parliamentary system of government. The Auditor-General provides independent assurance to Parliament, public entities, and the public that public entities are operating and accounting for their performance as Parliament intended.*

*The Auditor-General employs staff in two business units – the Office of the Auditor-General (OAG) and Audit New Zealand, with a shared Corporate Services team (CST). For the purposes of this position description, the organisation is referred to collectively as the Office.*

*Your position description may be varied from time to time, to reflect the fact that roles may evolve over time and/or to reflect the changing requirements of the employer. Where possible, your manager will seek your input before making any changes to your position description.*

## Primary objectives

The Information Services Group (ISG) provides Information Technology and Management solutions that enable the work of the Office. This role requires a broad range of technical analysis skills to provide a range of analysis functions, including capturing business requirements, technology requirements, documenting systems and architecture, and supporting implementation.

## General responsibilities and objectives

- Working with business users, design, develop, and deliver technical business solutions that increase productivity, improve efficiency, and align with organisational strategy.
- Plan and lead workshops to define business needs and articulate the rationale for change.
- Work with other ISG members to develop and document technology solutions that deliver to specified business requirements, including developing business cases and reporting.
- Analyse and maintain documentation defining technical specifications for systems and their processes, including architecture, database, software, and hardware layers.
- Support the business users and other ISG members during upgrades to systems, including designing and carrying out testing, updating documentation, supporting training, and ITDR testing.
- Provide backup to the Service Desk on complex business-as-usual support for solutions.
- Identify, document, and escalate technical issues or recurring themes.
- Provide pragmatic and practical specialist advice to members of staff, business groups, and project teams about system capabilities.

### What we stand for

People matter – We act with integrity and courage – We're here to make a difference

- Work in collaboration with the Business Analyst in the development of business cases, and procurement processes as required.
- Actively build and manage relationships with both internal and external stakeholders.
- Contribute to the Office's aim of improving the way we capture, share, and use information and experience through targeted advocacy, advice, and support.

## **Staff management and relationships**

### **Staff reporting to this position**

- No staff report to this position.

### **Internal relationships**

- Close working relationships with all ISG staff.
- Interactions with all staff on a project basis.

### **External relationships**

- Peers in similar roles with other public sector agencies.
- Third-party technical support.

## **Person specification**

### **Qualification and experience**

- Significant experience in gathering, analysing, and documenting business and/or technical requirements.
- A relevant tertiary qualification.
- Professional qualifications such as CCBA or CBAP, or systems administration qualifications desirable.
- Experience in Business Process Modelling an advantage.
- Understanding of Information Management principles an advantage.
- Ability to think broadly at a conceptual and detailed level about problem requirements.
- Ability to think creatively about potential solutions and recognise when alternative solutions or systems are more appropriate.
- Excellent documentation skills.
- Ability to facilitate group discussions to identify underlying issues, generate solutions, and gain buy-in.
- Ability to work effectively as part of a cross-functional team.
- Pragmatic, practical, and solutions focused.
- Good at managing time when having multiple priorities.
- Must have excellent written and verbal communication skills.

### **What we stand for**

People matter | Our independence is critical | ~~—~~We act with integrity and courage~~—~~ | ~~—~~We're here to make a difference

## Key competencies

### Customer focus

Meeting or exceeding the expectations and requirements of internal and external customers, gaining their trust and respect.

### Peer relationships

Solving problems with little noise, being seen as a team player, being fair, gaining trust and support.

### Patience

Listening and understanding the people and the data before acting, following established processes.

### Perseverance

Pursuing everything with energy, drive and a need to finish, overcoming resistance or setbacks.

### Self development

Actively working on continuously improving personally, especially on areas of weakness and areas of emerging need.

### Process management

Creating, documenting, managing and measuring processes that are necessary to get things done.

### Interpersonal savvy

Relating well to all kinds of people, using diplomacy and tact.

### Informing

Providing, in a timely manner, the information people need to know to do their jobs.

### Ethics and values

Practicing and rewarding behaviours that reflect an effective set of core values, during good times and bad.

### Time management

Uses his/her time effectively and efficiently; values time; concentrates his/her efforts on the more important priorities; gets more done in less time than others; can attend to a broader range of activities.

### Functional/technical skills

Capable of doing the job at a high level of achievement.

### Approachability

Putting people at ease, being a good listener, building rapport.

### Action orientated

Working hard, being full of energy, not scared of acting with minimal planning.

### Integrity and trust

Being widely trusted, direct and truthful.

## Role-specific competencies

### Learning on the fly

Is a fast learner and open to change; analyses successes and failures and looks for improvements; enjoys the challenge of unfamiliar tasks.

### Written communications

Is able to communicate messages in a clear, succinct way using a range of settings and styles.

### Listening

Is an active and patient listener; is able to restate others opinions even when there is disagreement.

### Creativity

Generates a lot of new and original ideas; adds value during brainstorming sessions.

### Problem solving

Is able to use logic and methods to solve difficult problems and come up with effective solutions.

### Technical learning

Can pick up technical things quickly; can easily learn new skills and pick up on future trends in technology.