APPENDIX ONE:
Job Description

POSITION TITLE:	Application Analyst
TEAM:	Digital Business
REPORTS TO:	Application Analyst Team Lead

At Craigs (CIP) we are focused on helping our clients to achieve their financial goals and grow their wealth. We believe that where a client's financial future is concerned, our people are fundamental to achieving this. Our collective skills, knowledge and commitment means that we can provide the best possible outcomes for our clients.

The Application Analyst role is responsible for troubleshooting the more complex and time-consuming issues that get reported and escalated by the Service Desk as well as supporting our many bespoke applications. The role is also responsible for the validation, prioritisation, specification, process change and management of the release cycle for key business systems, some of which are provided by external software vendors.

Reporting to the Service Delivery Manager, the role will be assigned to supporting critical systems and associated release lifecycles. The Application Analyst will also be required to team up with other team members, project staff, business representatives and, where applicable, vendors to manage and provide stable, timely releases and ongoing system support to business users.

WHAT I DO

APPLICATION SUPPORT

- Respond to incident and service requests assigned through the Service Desk Tool
- Provide 2nd and 3rd level application support as required including specialist support for all CIP business applications including 3rd party applications.
- Maintain accurate incident and service request records and notes in the Service Desk system in line with SLA requirements.
- Ensure documentation of incident resolution, where it may be reusable is submitted into knowledge base
- Log and manage Problem Management tickets and assist with their resolution
- Reflect any support or service changes within the CIP IT knowledgebase
- Co-ordinate between CIP and third-party support
- Actively work with software vendors regarding the scope, timeline and process for each release
- Actively engage key stakeholders identifying business drivers and user requirements
- Provide business analysis and process definition services through all stages of the project life cycle
- Produce system and change specifications as required
- Investigate and recommend suitable options and solutions for the business to consider
- Assist with defining the most appropriate strategic solutions
- Assist and validate throughout testing process and phases
- Assist the business through business process change.
- Provide support and management of CIP applications

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BUSINESS ANALYSIS

- Ensure Elicitation, specification and validation of business requirements
- Provide system and application support
- Review and edit specifications, business processes and any solution proposals
- Complete documentation of business requirements
- Complete design and / or approval of specifications
- Project management of release cycle including managing time, scope and cost
- Support User Acceptance Testing (UAT), supporting testing, ensuring issues are identified, tracked, reported and resolved
- Complete assessment and prioritisation of enhancement requests as per CIP change and release management processes
- Identify business impacts to understand influence of change
- Ensure oversight of enhancement design and development
- Engage with stakeholders
- Business Process Re-engineering – identifies CIP strengths and weaknesses and suggests areas for improvements

CONTINUOUS IMPROVEMENT

- Provide input into the continuous improvement of business analysis and application enhancement processes
- Contribute to and share best practices and experiences

GENERAL DUTIES AND RESPONSIBILITIES

- Operate within the parameters of the NZX rules and regulations, relevant legislation and CIP procedures and policies.
- Maintain a high level of competence with Craigs Investment Partners' systems.
- Follow company policy and process to ensure client information is protected against loss, unauthorised access, use, modification of disclosure.
- Maintain the core competencies as set down by the Company from time to time.
- Complete all Company educational requirements as required for the role as set by the Company.
- At all times follow Company prescribed administrative processes and policies, including use of supporting systems.
- Act professionally, ethically and work co-operatively and constructively within the framework of the Company structure.
- At all times act with integrity and treat clients fairly and respectfully.
- Any other tasks as requested by your manager.

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WHAT I VALUE



At Craigs, we pride ourselves on creating an environment where our people feel they belong and can bring their best self to work and feel valued. We grow as a team and with our clients and are always looking to support our communities – both internal and external. Our values build the foundation of how we work and how we provide great outcomes for our people and clients.

WHAT I BRING

Qualifications	• Relevant IT qualifications or equivalent work experience
Knowledge/Experience	• Prior demonstrated experience in an Application Support, Business System Analysis, Business Analysis, or equivalent role (ideally 2+ years) • Financial services experience (desirable) • Agile project experience (desirable)
Key Skills and Attributes	• Excellent time management and organisational skills • Excellent communication skills (both written and verbal), with the ability to communicate effectively at all levels in the business • Ability to work well under pressure • Adopts a collaborative approach to working with a range of stakeholders • Ability to engender a strong delivery focus across the Information Technology Solutions team • Ability to meet tight schedules and cost targets without compromising business requirements • Commercial / business acumen • Problem solving skills • Effective influencing and relationship management skills • A proven ability to plan and prioritise a program of work, to deliver results.

NZX RULES REFERENCED WITH LEGISLATION AND POLICY

The NZX Participant Rules can be found electronically at the following address -

https://www.nzx.com/regulation/nzx-rules-and-guidance/participant-guidance

CIP policies can be found on the Staff Intranet.