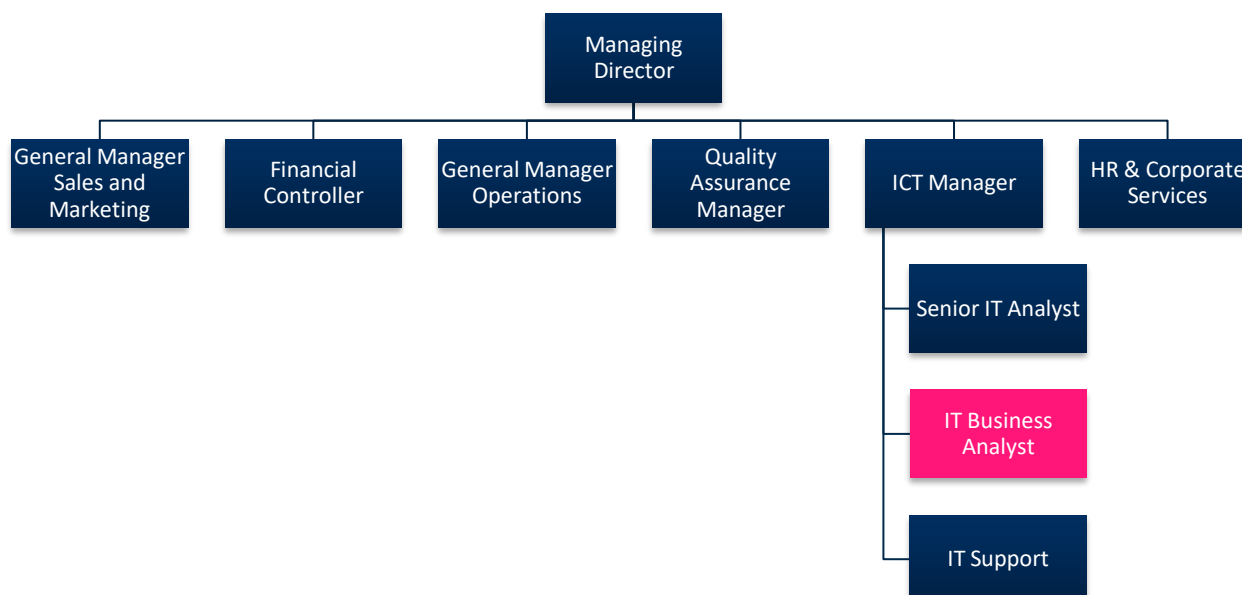


# Job Description

Job Title:	IT Business Analyst
Organisation Name:	Rinnai NZ Ltd
Department:	IT
Group/Team:	IT
Responsible To:	ICT Manager
Responsible For: (Total number of staff)	0
This job exists to:	<ul style="list-style-type: none"><li>+ Capture and refine requirements for software, workflow, and process changes</li><li>+ Understand all aspects of the business, especially customer-facing</li><li>+ Design and manage software changes</li><li>+ Plan and perform (or manage) UAT testing</li><li>+ Manage small to medium IT projects</li><li>+ Troubleshoot application issues</li></ul>
Job purpose:	Assist with the execution of Rinnai NZ business strategy by providing high quality analysis and project delivery.

## Organisation Context:



## Key Relationships:

External:	Purpose of contact with this person/s:
Softsource	Escalation of incidents and service requests as necessary. Work with technical specialists on projects. Procurement of hardware/software.
Software Vendors (eg: Fusion5, Infor, Nintex, etc)	Escalation of incidents and service requests as necessary. Work with technical specialists on projects. Procurement of software.
Stats NZ (and other stats providers as needed)	Get data, both regular and ad hoc to aid business decision-making
Internal:	Purpose of contact with this person/s:
All staff at RNZ	Respond to and/or identify business requirements for change and work to develop IT solutions
All staff at RNZ	Be a "Data Champion" and drive business users to continually enhance data hygiene
All staff at RNZ	Application training for users on new systems
All staff at RNZ	Assistance with Incident resolution

## Financial Responsibilities:

- + Controls a budget N
- + Maximum that may be spent without reference to manager \$0
- + Jobholder can spend unbudgeted capital N
- + Jobholder is responsible for committing the organisation to long-term contracts N
- + Jobholder signs correspondence for Company N

## Key Results Area

The position of Business Analyst encompasses the following major functions or Key Result Areas:

Job holder is accountable for:	Job holder is successful when:
<b>1. Improving and introducing software applications</b>	<ul style="list-style-type: none"><li>+ Software change requests are well analysed and agreed</li><li>+ All software changes are done to a very high level of quality</li><li>+ Benefits of changes are measured</li><li>+ Changes are applied in a manner that limits the impact on BAU activities</li></ul>
<b>2. Being an engaged and thoughtful member of the IT Team</b>	<ul style="list-style-type: none"><li>+ Treat team members with respect</li><li>+ Use each other's strengths</li><li>+ Take pride in the team brand</li><li>+ Actively look for improvements</li></ul>
<b>3. Enabling high-quality reporting and analysis</b>	<ul style="list-style-type: none"><li>+ Users can develop their own reports and dashboards if they can and need to</li><li>+ Complex reports and dashboards can be created quickly for users</li><li>+ Reports always provide accurate results</li><li>+ Reports and dashboards are easy to understand and action</li></ul>
<b>4. Driving system adoption and keeping staff engaged</b>	<ul style="list-style-type: none"><li>+ Areas where systems are not being used (or used incorrectly) are identified and users retrained</li><li>+ A general level of excitement is achieved around new systems</li><li>+ Business users become confident that system changes will make their job better, not worse</li></ul>
<b>5. Being a customer advocate</b>	<ul style="list-style-type: none"><li>+ Opportunities to improve the customer experience are proactively sought</li><li>+ Customers (consumer, merchant, dealer, service centre, trade) are considered as part of any change</li></ul>
<b>6. Being able to analyse, understand, and work with data</b>	<ul style="list-style-type: none"><li>+ The link between business activities and the underlying data is well understood</li><li>+ The location and structure of the data is understood</li></ul>
<b>7. Analysis and resolution of software application issues</b>	<ul style="list-style-type: none"><li>+ Application cases are analysed, and root causes identified in a timely manner</li><li>+ Issues are escalated to software vendors quickly when it becomes clear that they can't be resolved internally</li></ul>

	<ul style="list-style-type: none"> <li>+ Cases are closed in a timely manner, with resolution notes</li> </ul>
<b>8. Corporate Responsibility</b> <ul style="list-style-type: none"> <li>+ Undertakes Performance Development tasks/responsibilities in terms of Organisation's system.</li> <li>+ Demonstrates a proactive commitment to a safe working environment to meet RNZ requirements</li> <li>+ Participates in and undertakes emergency management duties as required.</li> <li>+ Participates and contributes to projects and inter-departmental initiatives as requested/agreed.</li> <li>+ Maintains property and equipment.</li> <li>+ Fulfils administration - reporting requirements</li> </ul>	<ul style="list-style-type: none"> <li>+ Organisational responsibilities are undertaken and completed accurately, meeting specified standards and within agreed timeframes.</li> <li>+ Administration requirements are completed in a timely and accurately manner</li> <li>+ Contribution to projects and initiatives: <ul style="list-style-type: none"> <li>o Is effective and valued</li> <li>o Maintains a positive and helpful manner/attitude.</li> </ul> </li> </ul>

## Work Complexity:

### Most challenging duties typical untaken or most complex problems solved:

- + Configuring the Dynamics system
- + Managing website change requests
- + Identifying and building (or outsourcing) Power BI dashboards and reports
- + Identifying and building (or outsourcing) Power Automate flows
- + Managing stakeholders to achieve alignment and success
- + Managing small projects with proper project methodology
- + Sticking with a rigorous change process, no development in Production

## Person Specification:

### Qualifications (or equivalent level of learning):

Essential	Desirable
<ul style="list-style-type: none"> <li>+ Bachelor's degree in IT or business</li> </ul>	<ul style="list-style-type: none"> <li>+ CCBA qualification</li> <li>+ CBAP qualification</li> <li>+ Master's degree in IT or business</li> </ul>

### Knowledge/Experience:

Essential	Desirable
<ul style="list-style-type: none"> <li>+ 3+ years in a BA role</li> </ul>	<ul style="list-style-type: none"> <li>+ Microsoft Dynamics 365 expert</li> </ul>

- + Microsoft 365 experience
- + Strong English speaker
- + Strong business fundamentals
- + Excellent grasp of BA fundamentals (BABOK)
- + Strong data analysis capability
- + Strong reporting and analysis experience
- + Business Case creation skill

- + Microsoft 365 expert
- + Power BI experience
- + PowerApps experience
- +

## Key Skills / Attributes / Job Specific Competencies

*The following levels would typically be expected for the 100% fully effective level:*

Expert level:

- + *Critical Thinking*
- + *Business Analysis*
- + *Documentation Skill*
- + *Communication*
- + *Customer Focus*
- + *Professionalism*
- + *Change Management*

Advanced level:

- + *Data Analysis*
- + *MS Dynamics 365*
- + *MS Power BI*
- + *MS Power Automate*
- + *MS Power Apps*
- + *Digital Displays*

Working Knowledge:

- + *Infor LN ERP*
- + *Single-sign-on fundamentals*
- + *IT Device Security*
- + *Other Rinnai NZ Software Apps*

Awareness:

- + *IT Networks*
- + *IT Infrastructure*

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## Change to job description

*From time to time it may be necessary to consider changes in the job description in response to the changing nature of our work environment—including technological requirements or statutory changes. This Job Description may be reviewed as part of the preparation for performance planning for the annual performance cycle or as required.*

\_\_\_\_\_  
Employee Name: \*\*\*\*\*  
Employee Job Title: Business Analyst

\_\_\_\_\_  
Date

\_\_\_\_\_  
Approved: ICT Manager

\_\_\_\_\_  
Date