

Technical Systems Analyst



Purpose

The Technical Systems Analyst plays a key role in the management and support of technology systems. This role is responsible for installing, configuring, maintaining and optimising existing systems and integrations, ensuring they meet enterprise needs, best practices and compliance requirements. With a strong technical background, this role focuses on understanding system behaviours, access and troubleshooting, improve efficiency, performance, data flows and overall integrity and high availability of technology services

Working with platform engineering teams, collaborating with architects and business stakeholders, this role will identify opportunities for improvement, supports system enhancements, and ensures seamless functionality across technology platforms & services.

Role dimensions

- **Reports to:** Platform Engineering Lead
- **Division:** Technology Services
- **Direct Reports:** No

Person specifications

- 3+ years experience working as a Systems or Technical Business Analyst
- Excellent communication skills both written and verbal
- Demonstrable analytical and problem-solving skills
- Good understanding of technology & software, including sound technology operational practices
- Foundational level certifications in a technology domain, such as ITIL, CSBA or similar, and prior experience in the financial services industry beneficial

Role specific areas of responsibility

- Analyse, document, and map system architectures, data flows, and integrations across platforms, applications and services.
- Monitor and Investigate system behaviours, technical issues, and dependencies, providing insights for continuous improvement opportunities.
- Work closely with Platform Engineering Leads, Software Engineers, Architects and Quality Assurance Engineers to produce sound functional and operational documentation in line with established standards and practices.
- Assist in root cause analysis for system failures, performance issues, and inefficiencies.
- Maintain user accounts, permissions and access rights in accordance with security policies. Ensure patching and updates are applied to all systems regularly.
- Implement and manage backup and DR procedures.
- Maintain systems documentation as required with system changes being implemented, ensuring design, operational and support documentation is always up-to-date.
- Undertake knowledge sharing activities with peers through communities of practice, and proactively review and implement process and operation improvement initiative across the teams services.
- Provide rostered 24x7 on-call support for systems related issues within the teams responsibilities

From time to time there may be additional activity not contained within this position description that the appointee is to complete in the interests of the appointment and their own personal development.

This position description provides a broad overview of responsibilities. The position description is a living document, and the Bank reserves the right to amend from time to time as required.