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| **JOB DESCRIPTION** | |
| **Job Title:** | **Technical Business Analyst** |
| **Department:** | Information Technology (I.T.) |
| **Reports To:** | Digital Business Solutions Manager |
| **Job Purpose:** | The purpose of this role is to contribute to   * business analysis of customer requirements when working on changes to services currently being delivered at Toi Ohomai Institute of Technology * systems analysis, technical development/configuration, and testing of corporate systems * continuous business process improvement through relevant business analysis and system modifications * providing support and guidance to customers and system users * executing system upgrades and service packs to ensure compliance obligations * supporting system interfaces and online integration solutions * development and modification of report requirements to meet business needs |
| **Date:** | June 2022 |
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| **Toi Ohomaitanga: how we act and behave at Toi Ohomai will be guided by our values** | | |
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| **Toi Ohomai Institute of Technology Strategic Intent**  Globally education is undergoing disruptive change, driven by technology; learner expectations of employment outcomes; as well as employer & government expectations of relevance and value**.** Delivery models have changed more in the past 10 years than in the previous 100 years and are expected to change even more rapidly. In this context Toi Ohomai will systematically and continuously adapt to ensure that its education models and practices are relevant; that our technology, systems and processes meets future business needs; that staff capability and culture embraces change; and our physical asset base meets future learning needs, with a specific focus on improving access to education and enabling employment opportunities throughout the Bay of Plenty.  Toi Ohomai’s ability to produce the best possible outcomes for our students, communities and business through seamless connectivity with our regional stakeholders, and Iwi in particular, is critical to the social, cultural, environmental and economic wellbeing of the wider Bay of Plenty region. | |
| **Toi Ohomai Institute of Technology will:** | **We will:** |
| 1. *have* ***meaningful and effective partnerships*** | * 1. Be a strategic education partner to Iwi, industry and the communities in the region.   2. Recognise Iwi of the region as rights holders   3. Work collaboratively with other education providers.   4. Work closely with government agencies. |
| 1. *deliver tertiary education, research and technology transfer to* ***meet the needs of the region****.* | * 1. Ensure that we understand and meet the tertiary education needs of the region.   2. Provide accessible and adaptable pathways for learners.   3. Develop our discipline and research strengths to align with those of the region.   4. Be active in technology transfer and applied research for industry. |
| 1. *be innovative and* ***support innovation*** | * 1. Create an organisational culture that encourages and supports innovative practice.   2. Develop activities that support new innovators and entrepreneurs in our region.   3. Embrace and share new technologies and practices in education and industry.   4. Build our capability and delivery of STEM subjects and courses |
| 1. *be* ***learner-centred*** | * 1. Offer a range of services to support student success prior to enrolment, during their study and beyond graduation.   2. Tailor our educational delivery to suit the needs of the learners and to enhance their employability.   3. Ensure our campuses, programmes, delivery and support mechanisms engage and support Maori and Pasifika students to achieve success.   4. Create a culturally safe environment for all learners. |
| 1. *be a* ***sustainable organisation*** | * 1. Ensure that we are financially responsible and sustainable.   2. Develop revenue streams appropriate to our core purpose.   3. Maintain the highest standards of health and safety for our staff and students.   4. Develop the capability of our staff to meet the future needs of the organisation.   5. Minimise our negative environmental impact.   6. Contribute to the social cohesion of our communities. |

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| **Resource Management:** | |
| **Financial Authorities** | **Staff Authorities:** |
| Budget owner: No  Delegated Financial Authority as per Toi Ohomai’s Delegations Policy: No | Number of Direct Reports: 0  Number of Indirect Reports: 0  Responsible for contract staff, and/or coaching, training of others: No  Responsible for new employee hire: No |

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| **Functional Relationships:** | |
| ***INTERNAL***   * Information Technology Team * Business Stakeholders for corporate systems * Administration and Support Staff * Faculty Staff | ***EXTERNAL***   * Technology vendors * Government ministries * Other educational institutions in New Zealand |

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| **Key Competencies:** | |
| **Key Competencies:** | **Expected Outcomes** |
| The delivery of all key responsibilities should align to the delivery of Toi Ohomai’s Strategic Intent and values.  The following list articulates the generic key responsibilities that the Technical Business Analyst will provide. In addition to these the employee may also be required to undertake reasonable tasks and project beyond these responsibilities. | |
| 1. **Business Analysis and Application Configuration** | |
| |  | | --- | | * Performs business analysis to clarify and specify configuration that meet business requirements * Configure functionality in development environments | | * Install configuration into the test and production environments | | * Develop configuration release notes (if applicable) | | * Develop configuration standards and executes changes consistently | | * Configuration matches the business requirements provided. * Functional Specification documents and/or audit trail of configuration changes are completed * Relevant testing is executed to ensure modifications meet requirements and processing efficiency. * Configurations are approved and signed off by the relevant business owner(s) before being implemented in the LIVE environment. * All Documentation is stored in a central repository for easy access |
| 1. **Workflows & Custom Data Validations** | |
| * Performs business analysis to clarify and specify workflow and data validation business requirements * Ensure effective and efficient utilisation (best practice) of workflows and data validations to meet the business or service owner’s requirements * Appropriate change controls are in place to ensure workflows are properly managed | * Workflow and data validation solutions are identified to meet the business requirements provided and ensure efficient and effective processing across the business * Functional specification documents for all customised solutions are prepared – including purpose within relevant business process(es) * Relevant testing is executed to ensure modifications meet requirements and processing efficiency. * Customised solutions are approved and signed off by the relevant business owner(s) before being implemented in the LIVE environment. * Relevant project documentation is created or modified to support workflow requirements or issues as needed * All Documentation is stored in a central repository for easy access |
| 1. **System Interfaces and Web Integration** | |
| * Develop understanding of Corporate System interface functions (ebs, TechOne, integration systems, Reporting/Business Intelligence, etc) * Performs business analysis to clarify and specify interface and integration solutions to meet business requirements * Appropriate change controls are in place to ensure interfaces and integration is properly managed | * Workflow Policies and Custom Validation solutions are identified to meet the business requirements provided and ensure efficient and effective processing across the business * Functional Specification documents for all customised solutions are prepared – including purpose within relevant business process(es) * Relevant testing is executed to ensure modifications meet requirements and processing efficiency. * Customised solutions are approved and signed off by the relevant business owner(s) before being implemented in the LIVE environment. * Relevant project documentation is created or modified to support Workflow requirements or issues as needed * All Documentation is stored in a central repository for easy access |
| 1. **Report Development and Modifications** | |
| **•** Performs business analysis to specify reports that meet business requirements  • Develops approved reports in the development environment by writing queries, sub queries, nested queries and complex SQL statements to present the required data   * Present report data   • Install reports into the test, training and production environments  • Develop reporting release notes  • Develop reporting standards and executes reporting changes consistently  • Maintain a portfolio of current and relevant management and operational reports | |  | | --- | | * Business reporting requirements are accurately documented and validated with business users and stakeholders | | * Reports have been approved by the appropriate authority * Reports been executed in the development environment using agreed development standards | | * Report are deployed to the appropriate environments using release management standards and processes * Create reports from SQL data to meet business needs – such as letters, invoices, enrolment forms, credit notes, graphs | | * New reports and reporting changes are accurately documented and communicated as part of the release process | | * New requests for reporting data are assessed against the existing report portfolio to alleviate duplication or consolidate existing requirements | |
| 1. **User Security, Institution Settings & Reference Data** | |
| * Maintaining and developing user security profiles to match Toi Ohomai roles & responsibilities to ensure appropriate levels of security are provided to users / user groups * Ensuring effective and efficient utilisation (best practice) of user security functionality to meet Toi Ohomai’s requirements * Maintaining and modifying reference data and institution settings to match the needs of Toi Ohomai processes and to ensure effective and efficient utilisation (best practice) of these settings to meet Toi Ohomai’s requirements * Appropriate change controls are in place to ensure User Security, Institution Settings and Reference Data is properly managed and documented | * User Security Manual is maintained and up to date at all time. * User Security, IS & RF settings are identified to meet the business requirements and ensure efficient and effective processing across WR. * User Security, IS & RD modifications and updates are approved and signed off by the relevant business owner(s) before being implemented in the LIVE environment. * Relevant testing is executed to ensure modifications meet requirements and processing efficiency. * Relevant project documentation is created or modified to support User Security, Ref Data or Institution Setting requirements or issues as needed * Documentation is stored in a central repository for easy access |
| 1. **Software Upgrades and new Modules** | |
| * Implementation, customisation and testing of bi-annual upgrades and service packs and/or new modules. | * Preparation of test environment with service pack or upgrade version * front end / back end integration * report connectivity * bespoke solution integration * Client deployment for project team members * Complete screen configurations and report modifications as per requirements * Complete tasks within agreed timeframes * Appropriate change control is adhered to * Implementation tasks are completed in agreed time frame * Technical documentation is completed and available for project team and/or other IT support staff to reference * Post go live support is provided to key users |
| 1. **Bespoke Database Solutions** | |
| * Redesign and/or development of bespoke database solutions to support key business processes * Identify and assess opportunities to reduce reliance on bespoke solutions and replace with functionality within Corporate Systems * Use of MS Visual Studio | * Annual maintenance of each database in preparation for the start of the new year * User Support as required * Complete modifications as requested by the users * Maintenance of technical documentation for all bespoke solutions * Appropriate change control is adhered to |
| 1. **Personal Effectiveness** | |
| * Continually updates knowledge and skills relating to methodologies, systems and other technical aspects of the role * Develops and maintains effective working relationships within the team, business users, key stakeholders and vendors * Openly shares knowledge and transfers skills within the team * Works flexible hours including after hours and weekends as necessary and reasonable | * Professional development and training is undertaken as required * Feedback evidences that positive relationships within the team, key users and stakeholders are established and maintained * Evidence of knowledge sharing and skills transfer is provided through team feedback * Commits to after hours and weekend work as required |
| 1. **Safety, Quality and Continuous Improvement** | |
| * Ensure compliance with policies and procedures, and the Health & Safety in Employment Act. * Seek to improve the quality of service to internal and external stakeholders. | * Incidents/accidents are reported per Toi Ohomai’s policies and procedures and timelines. * Potential hazards are identified and reported appropriately minimising the risk to staff and students. * Demonstrates commitment to ongoing personal, professional development through implementation and achievement of an annual Professional Development Plan. * Opportunities to improve the effectiveness and quality of processes and customer services are identified. * The PMF (Performance Management Framework) and QMS (Quality Management System) procedures and policies are observed and adhered to. * Work priorities, personal workload and stress levels managed with the support of the line manager. This includes the taking of leave. |

**Note:**

The above Key Competencies are provided as a guide only. You are expected in your role to undertake any and all reasonable and lawful instructions and / or delegated tasks given by your manager, or someone in a position authorised to give such instruction. The precise performance measures for this position should be discussed between the jobholder and manager as part of the performance development process.

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| **Person Specification:** |

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| Qualifications | |
| ***Essential:*** | ***Desirable:*** |
| * Tertiary qualification in Information Systems or similar | * Business Analysis related qualification * ITIL qualifications |

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| **Knowledge / Experience** | |
| ***Essential*** | ***Desirable*** |
| * Advanced SQL experience – multi-table lining queries; functions; views, stored procedures; unions; sub queries; * Reporting Writing – SSRS and BIDS * Intermediate coding experience – database connectivity; application (front end) * Database experience – analyse table structures; * Change Control expertise * Ability to produce clear and unambiguous documentation to support system configuration requirements * Experience (3 years) in software application development including business process design, requirements specifications, gap analysis, impact analysis and user acceptance testing specification and execution * Excellent analytical, problem solving and decision-making skills * Ability to quickly understand the business issues and processes * Experience in the use of Microsoft Office Suite * Understanding of project management methodology and governance | * Screen Field Configuration experience * Experience within Tertiary Education sector * Experience in the use of student management systems * Project Management experience * Knowledge of ITP sector business model * Ability to facilitate workshops and deliver informative, well organised presentations * Experience working on large projects in a similar role |

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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 but not limited to technological requirements or statutory changes. Such change may be initiated as necessary by the manager of this position. This Job Description may be reviewed as part of the preparation for performance planning for the annual performance cycle.