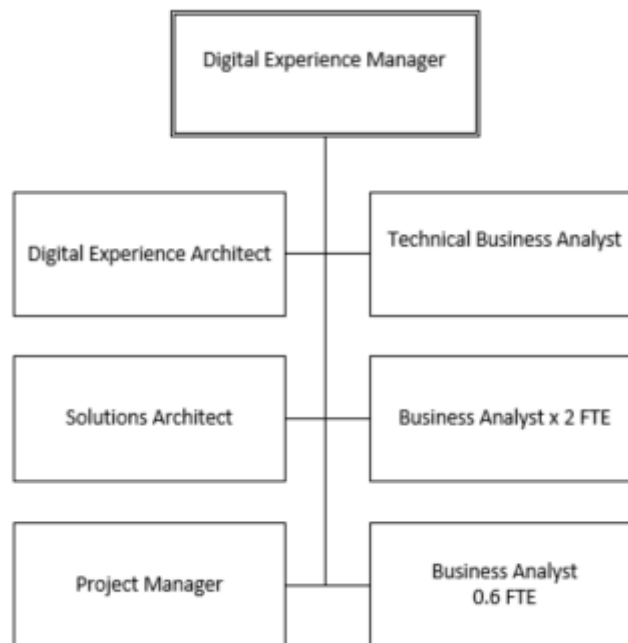


JOB DESCRIPTION

Job Title:	Business Analyst
Department:	Digital Experience Team
Reports To:	Digital Experience Manager
Job Purpose:	The purpose of this role is to provide Business Analysis services to support business process changes, application upgrades and changes, business innovation and digital transformation and assist in the design, development and support of information management systems for Toi Ohomai.



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 1000 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	<ul style="list-style-type: none"> a. Be a strategic education partner to Iwi, industry and the communities in the region. b. Recognise Iwi of the region as rights holders c. Work collaboratively with other education providers.

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	d. Work closely with government agencies.
2. <i>deliver tertiary education, research and technology transfer to meet the needs of the region.</i>	a. Ensure that we understand and meet the tertiary education needs of the region. b. Provide accessible and adaptable pathways for learners. c. Develop our discipline and research strengths to align with those of the region. d. Be active in technology transfer and applied research for industry.
3. <i>be innovative and support innovation</i>	a. Create an organisational culture that encourages and supports innovative practice. b. Develop activities that support new innovators and entrepreneurs in our region. c. Embrace and share new technologies and practices in education and industry. d. Build our capability and delivery of STEM subjects and courses
4. <i>be learner-centred</i>	a. Offer a range of services to support student success prior to enrolment, during their study and beyond graduation. b. Tailor our educational delivery to suit the needs of the learners and to enhance their employability. c. Ensure our campuses, programmes, delivery and support mechanisms engage and support Maori and Pasifika students to achieve success. d. Create a culturally-safe environment for all learners.
5. <i>be a sustainable organisation</i>	a. Ensure that we are financially responsible and sustainable. b. Develop revenue streams appropriate to our core purpose. c. Maintain the highest standards of health and safety for our staff and students. d. Develop the capability of our staff to meet the future needs of the organisation. e. Minimise our negative environmental impact. f. Contribute to the social cohesion of our communities.

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

Functional Relationships:

INTERNAL	EXTERNAL
<ul style="list-style-type: none"> IT team Staff and Students 	<ul style="list-style-type: none"> IT Services Companies Software providers

Key Competencies:

Key Competencies:	Expected Outcomes
Business Analysis	

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<p>Consultation</p> <ul style="list-style-type: none"> • Provides Business Units and Faculties with consultative advice on all aspects of application development lifecycle, systems and data integration, enterprise data architecture and Information Management (IM) Strategy • Conducts business analysis and assesses business units IM requirements. • In partnership with business units develops project terms of reference for application development. • In conjunction with Infrastructure and Customer Services Groups, ensures that all applications moving to production have completed all production hardening requirements such as “production ready” and “sociability” testing, Service Desk documentation and training, user communication and training materials and all support requirements are in place. <p>Data Integration</p> <ul style="list-style-type: none"> • Ensures that data integration applications operating between key business systems are properly scoped. • Investigates architectural solutions which support current or future integration requirements including database, transaction or business rule solutions 	<ul style="list-style-type: none"> • Advice is accurate and timely. • Feedback evidences that positive relationships with customers are established and maintained. • Information is critically analysed and presented with detail. • Applications development occurs in a timely manner to set specifications. • New applications are fully integrated to Toi Ohomai’s systems. • Feedback evidences that tests, documentation, training and support requirements are in place for new applications.
<p>Process Management</p>	
<ul style="list-style-type: none"> • Leads development and infrastructure projects to meet corporate and business unit needs. • Ensures all projects directly managed have full initiation to include scope, objectives, project plan and agreement from owner and contributing resource managers. • Executes projects by managing deliverables, milestones, budget and resources. • Ensures that all aspects of software development lifecycle are met during application development. • Discovers and manages any deviation from the agreed project plan. • Manages and controls issues, risks and quality. • Communicates regularly project status against plan. • Contributes to the continuous improvement of the Project Management methods employed to ensure that projects show increasing quality of deliverables, milestones, budgets and resources; • Contributes to the continuous improvement of the Application Development Lifecycle to ensure that 	<ul style="list-style-type: none"> • Projects are completed in a timely manner to agreed deadlines, set budgets and resources. • Evidence of ongoing communication and management of project deliverables is provided. • Deviations to projects are identified and managed immediately. • Work processes are updated on an annual basis.

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<p>applications are delivered on time, on budget and that production errors are minimised.</p> <ul style="list-style-type: none"> Documents the critical functions within areas of responsibility. 	
Team Effectiveness	
<ul style="list-style-type: none"> Continually updates knowledge and skills relating to methodologies, administrative systems and other technical aspects of the position Develops and maintains effective working relationships with customers Provides relief to team members during leave or peak workload Documents the critical functions within areas of responsibility. Works flexible hours including after hours and weekends as necessary and reasonable to meet required deadlines. 	<ul style="list-style-type: none"> Professional development and training is undertaken as required Team members are supported promptly Good communication is fostered within the team Work processes are updated on an annual basis Evidence of sharing of knowledge is provided through team feedback Mentors and transfers skills and knowledge to other team members.

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.

Person Specification:

Technical/Professional Qualification	
Essential	Desirable
<ul style="list-style-type: none"> A degree in computer science or an advanced diploma in computing technology. 	<ul style="list-style-type: none"> ITIL v3 Business Analysis related qualification
Experience	
Essential	Desirable
<ul style="list-style-type: none"> Previous experience (5 years) in business analysis Experience in customer relationship management systems Experience in internet application usability, analysis, and architecture design Experience in project planning and control Experience in application development leadership from design to production Experience in systems integration projects 	<ul style="list-style-type: none"> Extensive experience in the use of computers in education Experience in an educational institute, preferably at tertiary level Previous experience in writing user requirements, specifications, manuals, or similar material Data modelling and data architecture design and management
Skills and Attributes	
Essential	Desirable
<ul style="list-style-type: none"> Excellent interpersonal skills, with the ability to communicate effectively with senior managers, customers and the team. Strong written communication and report writing skills. Effective time management, planning and organisation skills. Ability to work under pressure, meet tight deadlines. Expertise in the specification and design of business applications systems. Demonstrated customer service oriented focus. Excellent problem solving and analytical skills. Self motivated. Commitment to maintaining a high standard and quality of work and ethics. 	<ul style="list-style-type: none"> Understanding and commitment to Equal Employment Opportunities and an awareness and understanding of the Treaty of Waitangi/Te Tiriti O Waitangi.

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.