Senior Analyst / Developer

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Kaupapa | Purpose

The purpose of this role is to design, develop and provide support for the Enterprise Applications and the integrations between them. The role will be key to managing the integrations to ensure reliability and continuity of the services these applications provide, along with management of relationships with key business application owners.

Reports to: Customer Services & Engagement Manager

Team: Toi Ohomai | Te Pūkenga Information Technology

Remuneration: $95,341.10 - $112,166.00

Date: 19 April 2024

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Ngā mahi | Do

Application Support & Systems Analysis

- Leads programme of work for changes, upgrades, and maintenance of enterprise business systems.
- Maintains relationships with business relationship contacts, providing regular updates on change/issues.
- Engages key users and stakeholders about application change requests and manages work package.
- Elicits, documents and validates technical system and business requirements.

Integration and Database Analysis

- Responsible for overall management of all enterprise databases and their operation.
- Excellent understanding of database administration, disaster recovery and maintenance.
- Ensure all databases perform within acceptable standards expected by the customer.
- Technical expertise in relational databases, APIs and integration methodologies.
- Design, analysis and implementation of database systems.
- Ensure database systems are secured and data integrity is maintained.
- Develop and maintain integrations between core business systems.
- Work with Architects, BAs and Engineers to make improvements to existing systems.
- Utilises best practise models and demonstrates a working knowledge of the .NET development space with an emphasis on .NET web, SQL server and Azure development.
- Re-engineers software solutions

Project Management & Change Coordination

- Lead projects for service and systems changes with focus on task allocation, risks, budget and analysis.

- Responsible for managing development environments and leads scheduling of development environment refreshes from Production.
- Liaise with the customer on change windows and scheduled application outages.
- Responsible for presenting changes to IT Change Advisory Board and communication of changes with the customer
- Responsible for monitoring Digital Business Solutions Service desk queue for change requests requested by the business and internal to Information Technology
- Assesses change requests and determines appropriate action.
- Works with the business to prioritise requests.
- Identifies and communicates risks and issues.

Team Effectiveness
- 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.

Demonstrate commitment to:
Te Tiriti o Waitangi. Through our developing understanding of our obligations and our connection with Te Tiriti o Waitangi as both individuals and as an organisation.

Ākonga at the Centre. Through prioritising the experience, wellbeing, and success of our ākonga in our decision-making process.

Equity. Through recognition, empowerment, and inclusion we can give greater acknowledgement of the unmet needs of Māori, Pacific and disabled ākonga and their whānau.

Vocational Education and Training Excellence. Through quality provision for all ākonga, meeting the regional needs of employers and communities.

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Pūkenga | Have

Technical/Professional Qualification
Essential
- Bachelor's Degree in Computer Science/Information Technology
- Database management skills and T-SQL scripting
- PowerShell experience

Desirable
- ITIL v4
- Business Analysis related qualification
- Understanding of Azure and other Cloud Environments
- Understanding of low-code and integration technologies

Experience

Essential

- Previous experience (10 years) database support and administration using Microsoft SQL Server/MySQL or Oracle 2008/2012/2016.
- Previous experience (10 years) in enterprise application support
- Experience in application administration
- Experience in application development
- Experience in database support

Desirable

- Extensive experience in the use of computers in education
- Experience in an educational institute, preferably at tertiary level
- Previous experience in writing business requirements, specifications, manuals, or similar material

Skills and Attributes

Essential

- Excellent interpersonal skills, with the ability to communicate effectively and work collaboratively 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 of high level business requirements
- Demonstrated customer service oriented focus
- Excellent problem solving and analytical skills
- Self-motivated
- Has a can do attitude
- Commitment to maintaining a high standard and quality of work and ethics

Desirable

- Understanding and commitment to Equal Employment Opportunities and an awareness and understanding of the Treaty of Waitangi/Te Tiriti O Waitangi

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Waiaro | Be

Authentic and Inclusive: Promote an environment of inclusion and authenticity, where all contributions are valued, . Be courageous to disrupt inequities for all, including Māori, Pacific and disabled peoples. Hold the conviction that meaningful partnerships with Māori/iwi will contribute to progress for all.

Connected: Integrate waiora-sustainable thinking into your everyday mahi, meeting the needs of the present, without compromising our ability to meet our needs for the future. Embrace the interconnectedness of environmental, social, economic and cultural wellbeing.

Collective: Seek progress over perfection, moving forward with aroha, empathy and persistence. Maintain a focus on results and delivery to build a sustainable, world class, vocational education and training network. Lean into transformation, challenge the status quo and choose courage over comfort to create better results for Toi Ohomai | Te Pūkenga, employers, ākonga and their whānau.

Self-awareness: Navigate yourself, and lead others through change with confidence, understanding how to create the conditions you and others need to thrive. Demonstrate humility, be reflective and self-aware, always seeking to grow personally and as a leader.

Ako: Hold lifelong learning as vital in connection, hauora, and continuous improvement both personally and professionally. No matter your role, recognise your mahi contributes to making a positive difference for our ākonga and their whānau, and their ability to create thriving communities. Recognise Te Tiriti o Waitangi as a powerful mechanism for taking positive action in Aotearoa, and a pathway to achieve equity for all.

Mana tāngata: Contribute to a connected, creative, compassionate workplace, where teams are committed to growth, learning and achieving our shared purpose. Create a safe environment for learning and development, in all you do, including Te Tiriti, equity, academic and professional excellence. Recognise kaimahi and whānau wellbeing are interconnected, when we support personal and professional growth we contribute to Te Oranga/participation in society.

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Ngā Hononga Mahi | Working relationships

Functional Relationships:

Internal: IT team
                  Staff and Students

External: IT Services Companies
                  Software providers

Resource delegations and responsibilities:

Financial: Budget owner: No
                  Delegated Financial Authority as per Toi Ohomai's Delegations Policy: No

People: 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