HAWKE'S BAY REGIONAL COUNCIL
Job Description

Position Title:	Business Analyst ICT	
Group/Section Details:	Group: Corporate Services	**Section:** Information Communications Technology
Responsible to:	Team Leader ICT Business Solutions	**Grade:** 14
Job Family:	TS2	

Section Aims

The ICT Section provides the following roles and functions as part of the Corporate Services Group.

Delivery, support and maintenance of:
- End user hardware and software
- Business applications
- GIS services and solutions
- Core technology infrastructure (networks, server compute and storage)
- Telecommunications and meeting technologies
- Electronic document management

ICT related professional services:
- Procurement and Supplier Management
- Business Analysis
- Service Management
- Project Management

Active participation and contribution to the long-term success of ICT Shared Service initiatives within the region, and across the Regional Council sector.

Team Aims

The purpose of the Business Solutions Team is to ensure that Council's business units have the right software tools to work efficiently and effectively. The team actively seek opportunities to automate repetitive processes through modifications to existing software or workflows. The team also act as technology scouts, identifying how new technology can be applied to business situations to provide viable improvement. Where new technologies are required, this team manages the implementation projects. The team provides business as usual (BAU) application support for the complete lifecycle to HBRC business units and users.

POSITION TITLE: BUSINESS ANALYST ICT

The Business Solutions Team provides the following functions as part of the ICT Team in the Corporate Services Group:

- Process Automation
- Technology Scouts
- Business Analysis
- Project Management
- Change Management

- Research and Development
- Application adoption and integration
- Application support
- Continual process refinement and improvement
- Reporting

Role of Business Analyst ICT

The role of the ICT Business Analyst ICT is to support the ICT Business Solutions team in delivering solutions to achieve the functional requirements for customers so they can be more effective and efficient in carrying out their day-to-day work. Your specific role of ICT Business Analyst will require you to engage with customers to understand their requirements and identify, implement and maintain solutions to overcome these. You will also be a key driver of continuous improvement initiatives, liaising with customers to ensure solutions are implemented appropriately and that ongoing system administration and support is provided to users. Expectations will be regularly discussed and expectations will be fair and reasonable and within the broad requirements outlined above.

Role Expectations

- Identifying and driving areas for continuous improvement through; people, process and technology.
- Process improvement projects are well defined, and customers needs are effectively documented.
- Develop and maintain system documentation including training and usage materials, system administration processes.
- Provide product ownership for solutions, by developing a deep understanding of a products capabilities and roadmap, to champion its adoption as a solution for customer needs.
- A strong focus on change management during implementation to ensure successful adoption of new solutions.
- Analyse, design and where possible create and implement new solutions for customers using available toolsets and technologies. Taking ownership and managing the lifecycle of these solutions.
- Manage, plan and control system changes to ensure successful releases of ongoing development work.
- Work alongside the Data Infrastructure and Integration team to ensure adequate system testing before release to UAT.
- Provide ongoing reporting from data and systems as required by users.

- Knowledge of customer workflows and business processes, to deliver automated solutions that provide efficiencies to council.

- Identification of new and emerging technologies that could assist council to deliver services effectively and efficiently.

- Manage supplier and customer relationships.

- A positive and active involvement with the ICT team.

HBRC Corporate Commitment and Expectations

Hawke's Bay Regional Council (HBRC) staff are expected to display Councils vision, purpose and values in their work and maintain a high level of professionalism and integrity. This means:

- Adhering to HBRC policies and procedures.

- Complying with HBRC health and safety procedures.

- Undertake CDEM activities as required.

- Fulfil all Personal Performance and Development Charter (PPDC) requirements.

- Take personal accountability and responsibility.

- Meet commitments to others.

- Be supportive and collaborative.

- Communicate effectively.

- Show innovation and embrace change

Continuous Improvement

All Hawke's Bay Regional Council (HBRC) staff are expected to actively and enthusiastically promote the concept of continuous improvement in their work for HBRC. This means:

- Maintaining a positive overall attitude in the workplace, including promoting HBRC in a positive manner, as assessed by your peers and Manager.

- Taking part in training opportunities provided by HBRC with an open mind, as assessed by pre and post training meetings with your Manager.

- Practicing the skills provided in training offered by HBRC, as assessed by regular feedback meetings with your Manager.

- Working to high quality standards and where applicable contributes to maintenance of ISO 9001:2015 accreditation of the Quality Management System.

- Showing a strong team commitment, as indicated by peer feedback and your Manager's assessment.

- Practicing the concept of continuous improvement by showing initiative with new ideas and positively acknowledging others ideas.

- Giving honest and open feedback as and when required, aiming to constructively deal with all issues, as assessed by regular feedback meetings with your Manager.

- Active involvement in decision making processes when the opportunity is made available.

- Working in a collegial manner.

- Ensure you play your respective part in good information flows between different work sections.

- Deliver on project outcomes: on time and on budget.

- Being realistic about estimating resource requirements for projects.

- Displaying sound judgment and making responsible decisions.

- Managing public expectations and being customer focused.

- Maintaining high levels of technical skills relevant for the role.

Health and Safety

All staff are expected to follow established health and safety procedures while working for HBRC, and in accordance with policies developed by HBRC. This means:

- Complying with and adhering to HBRC's accepted standards and procedures.

- Where appropriate, taking responsibility for workplace hazards/risks you identify and communicated to management.

- Undertaking regular reviews of workplace risks/hazards that are present in your work.

- Where appropriate, advise other organisations you are working with of the known risks in the work being undertaken.

- When, and if, necessary, participate in the investigation of accidents/incidents according to HBRC procedures.

- Undertaking appropriate and effective staff training when required or necessary.

- Promoting a healthy and safe workplace.

- Actively supporting health and safety initiatives.

- Maintaining a clean and tidy workspace.

- Comply with any rehabilitation plan designed with you for a return to work after an accident.

Emergency Management

All HBRC staff are expected to undertake such Emergency Management functions as are determined appropriate to meet HBRC's role and function in this area.   This means:

- Undertaking such a role as is allocated for emergency management requirements.

- Participating in such exercises as are required to maintain a state of preparedness in HBRC.

- Responding to such requests to assume an emergency management role as are required by events.

- Understanding the contents of the relevant section of the Business Continuance Plan (BCP) and its implications for your role.

- Where the requirements of the role require it, review the relevance of the BCP for your team, section or Group on a regular basis.

Key Skills

Qualification

- Tertiary qualification in Information Systems or similar would be preferred.
- Evidence of professional development or relevant certifications.

Knowledge & Skills

- Ability to analyse and understand customer requirements.
- Ability to clearly articulate and document customer requirements.
- Ability to translate requirements into workflow logic and map them to technical solutions.
- Proven expertise in implementing solutions using technology such as Office 365, SQL database queries and constructs, Workflow automation, Reporting tools and GIS.
- Good analytical and evaluation skills.
- Good written and verbal communication skills.
- Strong time management skills, including managing and prioritising work in a professional and timely manner.

Personal Attributes

- Willingness to take on responsibility, be accountable and be decisive.
- Approachable and courteous.
- Empathy with users.
- Innovative and positive.
- Thrives on positive inter-personal relationships.

HBRC's Vision, Purpose and Values

Our Vision: A healthy environment, a vibrant community and a prosperous economy.

Our Purpose: We work with our community to protect and manage the region's precious taonga of rivers, lakes, soils, air, coast and biodiversity for health, wellbeing and connectivity.

Our Values:

Partnership and Collaboration	We work with our community in everything we do
Accountability	We hold ourselves to account to deliver results, be responsive to community expectations, and the best use of ratepayers' funds and assets
Transparency	We report on what we do and the value this delivers for our community
Excellence	We set our sights and expectations high, and never stop striving to do better

HAWKES BAY
REGIONAL COUNCIL
TE KAUNIHERA Ā-ROHE O TE MATAU-A-MĀUI