

POSITION TITLE:	Senior Business Application Analyst		
GROUP:	Corporate Services	SECTION:	ICT
REPORTS TO:	ICT Business Systems Manager		
RESPONSIBLE FOR:	n/a		
FAMILY:	TP1	GRADE:	17
DATE REVIEWED:	April 2024		

HBRC STRATEGY

Our Vision:

We want a healthy environment and a resilient and prosperous community.

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

Our Focus:

- **Water quality, safety and climate-resilient security** ~ *Te kounga o te wai, te haumarutanga me te mārohirohi ā-āhuarangi o te whakamarutanga.*
- **Climate-smart and sustainable land use** ~ *Kia koi, kia toitū hoki te whakamahinga o te whenua.*
- **Healthy, functioning and climate-smart biodiversity** ~ *kio ora, kia āhe, kia mārohirohi ā-āhuarangi hoki te rereanga rauropi.*
- **Sustainable and climate-resilient services and infrastructure** ~ *kia toitū, kia mārohirohi ā-āhuarangi hoki ngā ratonga me ngā hanganga ā-whare.*

POSITION SUMMARY

The role of the ICT Senior Business Application Analyst is to ensure business solutions are fit for purpose, cost effective and consistently exceeding customer expectations. This will involve investigative work to elicit, analyse and prioritise business requirements and specify effective business processes through improvements in existing business systems as well as working alongside the projects team contributing to the implementation of Strategic Projects. You will also be a key driver of continuous improvement initiatives, liaising with customers to ensure solutions are implemented, that adoption rates are high, and that excellent processes, training and documentation are in place to ensure system administration and support is provided to users. Expectations will be discussed regularly and will be fair and reasonable within the broad requirements of this role.

GROUP AND TEAM GOALS:

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

The purpose of the Business Solutions Team is to ensure that Council's business units have the right

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.

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. Including:

- Application support
- Application adoption and integration
- Continual process refinement and improvement
- Process Automation
- Technology Scouts
- Business Analysis
- Project Management
- Change Management
- Research and Development
- Reporting

ORGANISATIONAL CONTEXT



JOB SPECIFIC ACCOUNTABILITES

Strategic Leadership and Collaboration:

- Lead process modelling and translate requirements into design, ensuring thorough analysis, assessment, and prioritisation in partnership with business stakeholders.
- Maintain excellent collaboration across all stakeholder groups during the analysis, design, and implementation of change requests or improvement projects.
- Demonstrate systems thinking by ensuring solutions align with ICT strategy and follow best practice principles and processes, considering enterprise-wide solutions and impacts.

- Support the development of and promote Business Cases for change requests, steering the business towards strategic objectives.
- Identify and propose new and emerging technologies to transform business operations and community engagement.
- Develop best practices across Applications, collaborate with solution architects on design, and manage relationships with vendors.

Project/Change Management and Implementation:

- Ensure appropriate levels of support for any changes, following the Council’s procurement strategy.
 - Ensure professional and timely execution of continuous improvement projects.
 - Support the completion of all phases of complex ICT projects.
 - Develop and implement change management, and engagement plans, to ensure the effective implementation of projects into business as usual.

Training and Support:

- Initiate and deliver end-user training sessions, ensuring materials are concise, maintainable, and professional.
 - Ensure Super Users are accurately trained to provide seamless Level 1 support and establish processes for system and training maintenance under BAU.
 - Plan and execute training for team members and act as a mentor.

Vendor Management and Contract Negotiation:

- Demonstrate strong vendor management skills, serving as the first point of contact or escalation point for key vendors and taking ownership of contract negotiations.
 - Document and define appropriate SLAs in agreement with business, ICT, and vendors.

Customer Support and Quality Assurance:

- Ensure timely and professional customer support (Level 2&3) for key business applications.
 - Oversee compliance with industry and business standards.

Team Leadership and Development:

- Assist Team Leader Business Systems with tasks, projects, team strategy, and act as Team Leader when required.
 - Plan and execute training for team members and act as a mentor.

FUNCTIONAL RELATIONSHIPS

Internal

- Group Managers
- Executive Team
- Elected members
- Team members

External

- Consultants and contractors
- Government agencies and departments
- Local authorities
- Technical and legal professionals
- Iwi and other community groups
- Members of our community

COMMUNITY RELATIONSHIPS

Fostering good working relationships is fundamental to the successful achievement of strategic goals for HBRC. We know we can’t achieve change without the people (our community) outside our business. As expressed under our purpose statement, “working with our community” is at the heart of everything we do. This is particularly relevant to our relations with Tāngata Whenua in terms of co-governance and co-management. Successful relationships involve building trust. Which in turn enables us to support each other to respond to new challenges as they arise.

This means:

- Professional attitude is projected at all times in dealing with external contacts.

- Information is accurate and is provided in a timely manner.
- Outcomes that are fair and clearly understood by both parties are achieved
- Customers are satisfied with responses to written or verbal requests for information.

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.
- 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 other 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.
- Deliver on project outcomes: on time and on budget.
- Displaying sound judgment and making responsible decisions.
- Working to high quality standards and where applicable contributes to maintenance of ISO 9001:2015 accreditation of the Quality Management System.

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

EMERGENCY MANAGEMENT

When a Civil Defence event happens, you may be required to assist with carrying out the Council's Civil Defence responsibilities after providing required support for your family and dependants. 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 Continuity 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.

PERSON SPECIFICATION

Minimum Qualifications and Experience required

- Relevant Bachelor's degree or equivalent qualification.
- Relevant work experience, minimum of 5 years in a similar role required.
- Valid driver's licence required

Knowledge

- Working knowledge of technology such as Office 365, SQL database queries and constructs, and GIS
- Demonstrable, customer-centric support of business solutions on a day-to-day basis
- A solid understanding of enterprise technologies such as Microsoft Azure and Office 365, AWS, Microsoft Server and PowerBI
- Analyse existing audience and behaviours to build metrics for decision making
- Good written and verbal communication skills
- Strong time management skills, including managing and prioritising work

Advanced knowledge

The following indicates what would typically be expected for this role at a competent level:

- Proficiency in MS Word, Excel, Visio, Project, PowerPoint and other database and information management systems
- Excellent knowledge of business process mapping
- Excellent knowledge of SQL and SQL scripts
- Subject Matter Expert in two or more of the following applications: Sharepoint, Workflow Automation tools, PowerBI, Dynamics CRM, IRIS, Technology One
- Excellent analytical and problem-solving skills
- Plan, facilitate and run engaging workshops for any level of the organisation
- Create and exhibit Project Management, Change Management & Business Analysis methodologies and practices in all areas of the role

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

Awareness

- Demonstrated awareness of Te Tiriti o Waitangi and including Te Reo Māori in relevant and practical ways in interaction and engagement to demonstrate respect and value of Tikanga Māori in appropriate settings.

CHANGES 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. Such changes, including technological requirements or statutory changes, may be initiated by the manager of this job with due consultation with the position holder. This job description should be reviewed as part of the preparation for performance planning for the annual performance cycle.

ACKNOWLEDGEMENT

I have read this job description and fully understand the requirements set forth therein. I understand that this is to be used as a guide and that I will be responsible for performing other duties as assigned. I further understand that this job description does not constitute an employment contract with Hawke's Bay Regional Council.

Employee Signature

Date

Printed Name