



New Zealand
Security Intelligence
Service
Te Pā Whakamarumarū

POSITION DESCRIPTION

Senior Business Analyst

Unit/Branch, Directorate: Programme Delivery, Capability

Location: Wellington

Salary range: H \$79,797 - \$119,695

Purpose of position:

The position of Senior Business Analyst encompasses the following major functions or objectives:

- Providing business analysis, documentation and facilitation services that are accurate, well articulated and of a high standard
- Manage stakeholder requirements throughout engagements and ensuring that these are effectively understood, articulated, documented and delivered
- Providing analytical input required for the development, enhancement, implementation, maintenance and operation of ICT applications/systems or business process change within the NZSIS
- Providing end-to-end quality assurance of project deliverables
- Identifying and implementing process and service improvements
- Contribute to developing and implementing test and user acceptance plans

Our mission at the NZSIS is to keep New Zealand and New Zealanders safe and secure

Our values are Collaborative, Courageous, Positive, Driven and Self-aware

Capability Directorate purpose:

The Capability Directorate is charged with ensuring the NZSIS *stays ahead of the curve* through smart investment of products and services and to strategically think about the requirements of the future. We support the implementation of the NZSIS Operational Strategy by assisting the Service to identify and develop organisational capabilities that meet today's needs and position the NZSIS to achieve our goals into the future. Our core focus is on partnering with, and supporting, internal customers. We take a 'one agency' approach. We're not successful unless the whole NZSIS is successful.

Our mission: Delivery for today. Preparing for tomorrow.

**BEYOND
ORDINARY**

We are. **Are you?**



New Zealand Intelligence Community
Te Rōpū Pārongo Tārehu o Aotearoa
nzic.govt.nz

Key accountabilities	Deliverables/Outcomes
<p>Requirements Analysis and Management</p>	<ul style="list-style-type: none"> • Stakeholder requirements are effectively elicited, understood, articulated, and delivered. The requirements are collected accurately and completely reflect the needs of stakeholders • True and accurate definitions of project scopes are captured through the application of a range of appropriate and effective techniques and tools for eliciting, analysing, documenting, validating and communicating requirements • Requirements throughout projects are managed effectively to ensure that the final business and technical solutions deliver against agreed and documented stakeholder needs • Key business drivers are identified and understood, including the business issues and challenges the customer is trying to resolve • Business analysis artefacts support business initiatives and are of a consistently high standard • Requirements are kept up to date and implications for product delivery are identified for relevant stakeholders • Benefits of supported projects are gathered, understood and articulated
<p>Business Improvement</p>	<ul style="list-style-type: none"> • Drive innovation in business processes, investigating and analysing business processes and identifying opportunities for enhancement • Business analysis takes into account strategic and operational priorities, and architectural alignment • NZSIS receives expert advice on business processes, and business processes are dynamic, efficient and fit for purpose • Develop key analysis artefacts: proposals, business processes, progress reports, business cases, costs, benefits realisation plans • Work closely with the Business Improvement team to collaborate with customers to understand and document their business processes, workflows, activities, priorities and challenges
<p>Project Planning, Implementation and Quality Assurance</p>	<ul style="list-style-type: none"> • Contribute to planning and coordination of projects to meet strategic and operational goals • Define implementation success criteria and success factors • Produce technical documentation such as manuals, diagrams and system configuration records, to the



Key accountabilities	Deliverables/Outcomes
	<p>detail and standards required to achieve certification and accreditation</p> <ul style="list-style-type: none"> • Provide accurate, relevant and timely information and quality advice to support business processes and planning, including the development of the Change Delivery Roadmap • Quality processes and procedures appropriate to the role are well documented and understood • Actively measure and review quality and accuracy of estimated work efforts against actuals • Provide expertise provided in project post-implementation evaluation • Project documentation is complete and of a professional standard, and does not require reworking in order to achieve certification • Provide quality advice to inform the development of project governance • Information gathering against benefit realisation plans • Support the development and delivery of training support, documentation and Standard Operating Procedures
Testing and User Acceptance	<ul style="list-style-type: none"> • Contribute to the development of internal test plans and user acceptance plans from previously developed and refined specifications • Participate with customers in performing user testing, capturing and responding to variances between requirements and functionality • Provide input to ensure test plans are fit for purpose
Relationship Management	<ul style="list-style-type: none"> • Develop and maintain strong relationships with internal and external project stakeholders, and manage customer expectations • Lead workshops and conversations about customer needs, solution options and project development • Proactively identify problems and opportunities disclosed by customers and work to escalate these for evaluation and progression • Positively contribute to ensuring Capability Directorate is trusted and respected by partners and customers alike
Health and safety (for self)	
<ul style="list-style-type: none"> • Work safely and take responsibility for 	<ul style="list-style-type: none"> • A safe and healthy workplace for all people using



Key accountabilities	Deliverables/Outcomes
<p>keeping self and colleagues free from harm</p> <ul style="list-style-type: none"> • Report all incidents and hazards promptly • Know what to do in the event of an emergency • Cooperate in implementing return to work plans • Be a visible role model at all times • Follow NZSIS's safety rules and procedures 	<p>our sites as a place of work</p> <ul style="list-style-type: none"> • All requirements in the NZIC Health and Safety policy and procedures are met

Position delegation	
Financial delegation:	None

Key stakeholders	
Internal:	<ul style="list-style-type: none"> • Capability Directorate staff • Business partners across NZSIS • Other NZSIS staff as required
External:	<ul style="list-style-type: none"> • Counterparts within the wider New Zealand Intelligence Community and central government agencies, including Police, NZDF and Customs as required • Other partner intelligence agencies and law enforcement organisations as required • External vendors/suppliers

Person Specification	
Experience:	<p><i>Essential</i></p> <ul style="list-style-type: none"> • 2+ years experience in Senior Business Analyst role working within complex environments using business analysis frameworks, tools and techniques, for example BPMN • Experience in large and complex projects and/or working across multiple projects • Deep understanding of Project Management and Business Analysis methodologies, Systems Development Life Cycle (SDLC) principles and practices <p><i>Desirable</i></p> <ul style="list-style-type: none"> • 8-10 years business analysis experience. • Experience working in highly complex IT environments
Knowledge and Skills:	<p><i>Essential</i></p> <ul style="list-style-type: none"> • Strong relationship management and customer service experience • Very strong analytical and problem solving skills • Proficient in business process modelling and re-engineering • Advanced facilitation and presentation skills • Strong process mapping and definition skills • Proven ability to understand information systems and technology concepts and issues <p><i>Desirable</i></p> <ul style="list-style-type: none"> • Strong service management knowledge and experience (ITIL or equivalent)
Qualifications and Courses:	<p><i>Essential</i></p> <ul style="list-style-type: none"> • A relevant tertiary qualification, or equivalent work experience • IIBA qualifications: <ul style="list-style-type: none"> ○ Certificate of Competency in Business Analysis (CCBA) or ○ Certified Business Analyst Professional (CBAP), or equivalent work experience <p><i>Desirable</i></p> <ul style="list-style-type: none"> • 5 years equivalent commercial work experience
Specific Job Requirements:	<ul style="list-style-type: none"> • Self-motivated, innovative and possessing enthusiasm and drive • Strong interpersonal skills with the ability to build and maintain effective and productive working



Person Specification

	<p>relationships including collaboration and negotiation with stakeholders at all levels</p> <ul style="list-style-type: none"> • Effective organisational and self-management skills, including responsiveness to instructions and management of workload demands • A strong customer service ethic with the ability to foster good stakeholder relationships • An ability to work under pressure to meet tight deadlines • Demonstrated high levels of integrity and an ability to maintain a TSS security clearance
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Changes to Position Description

Positions in the NZSIS may change over time as the organisation develops. Therefore we are committed to maintaining a flexible organisation structure that best enables us to meet changing market and customer needs. Responsibilities for this position may change over time as the job evolves. This Position Description may be reviewed as part of planning for the annual performance cycle.

Date PD reviewed: 21/08/2019

Signatures

Managers Name		
Signature		Date:
Employee's Name		
Signature		Date:

