



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



Position Description

Senior Business Analyst

Directorate:	Capability Directorate
Position purpose:	This role provides expert business analysis to ensure the successful delivery of projects and programmes within NZSIS, and to improve and enhance NZSIS business processes to support the long-term organisational vision.
Directorate overview:	The Capability Directorate is responsible for implementing the NZSIS operational strategy and providing input into the development of NZSIS strategy (with specific focus on operational strategy). It delivers business and capability development to the NZSIS, with accountability for ensuring our investment in technology and other capabilities is prioritised to deliver our strategic outcomes and ensure we 'stay ahead of the curve'. It will develop and implement a capability management framework for the NZSIS and ensure there is effective co-ordination of operational change initiatives across the NZIC as well as project management of significant capability development initiatives. The Directorate will be responsible for the NZSIS knowledge management function.
Staff management:	Nil
Financial authorities:	Nil
Remuneration indicator:	Band H
Date evaluated:	March 2018

NZSIS mission and values

Our mission

Keeping New Zealand and New Zealanders safe and secure

Our values

Collaborative, Courageous, Positive, Driven, Self-aware

Functional relationships

External contacts:

- 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
- Vendors

Internal contacts:

- Capability Directorate staff – specifically Solution Architects, IT Developers, Project Managers, Process Improvement Advisors, Training Advisors
- Business partners across NZSIS
- Other NZSIS staff as required

Objectives

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

- Providing business analysis, documentation and facilitation services that are accurate and of a high standard
- Manage stakeholder requirements throughout engagements and ensuring that these are effectively articulated, understood, documented, agreed upon, and met
- 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
- Developing and implementing testing and user acceptance plans

The requirements in the above objectives are broadly identified below:

Jobholder is accountable for:

Jobholder is successful when:

1. Requirements Analysis and Management

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| <ul style="list-style-type: none"> • Stakeholder requirements are effectively elicited, articulated, understood, documented, agreed upon and met. The requirements are collected accurately and completely reflect the needs of stakeholders. • True and accurate definitions of project scopes are captured, • As project issues are encountered, resolutions do not compromise the delivery of the stated and agreed requirements • Key business drivers are | <ul style="list-style-type: none"> • They identify and work closely with all stakeholders to fully elicit and define the business problem/opportunity and associated requirements, ensuring that requirements are interpreted correctly. • They apply 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. • Business change impacts are logged and available |
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identified and understood, including the business issues and challenges the customer is trying to resolve.

- Update specifications and track requirements changes, identifying implications for product delivery.
- Participate as required in the NZSIS technology governance through engagement with the Capability Committee.

2. Business Improvement

- Drive innovation in business processes, investigating and analysing business processes and identifying opportunities for enhancement.
- Contribute to NZSIS strategy development and implementation, including problem solving and strategic, critical thinking in evaluating the necessary business change to reach the vision for the business.
- Develop key analysis artefacts: proposals, business processes, progress reports, business cases, costs, benefits.

3. Project Planning, Implementation and Quality Assurance

- Lead development of project schedule, timeframes and estimates and progress monitoring/reporting, including managing changes to business needs and project scope.
- Contribute to planning and coordination of projects to meet strategic and operational goals.

to be considered in decision-making.

- 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.
- The Senior Business Analyst provides expert input to the technology governance process.

- 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.
- Continuous improvement measuring and realignment activities result in increased team and personal efficiency and resource availability.
- They work closely with the Business Improvement team to collaborate with customers to understand and document their business processes, workflows, activities, priorities and challenges.

- Projects are well-scoped and monitored, and progress reported to Project Boards.
- Project plans and deliverables are adjusted according to appropriate processes, including Change Management, Incident Management, and Problem Management processes.
- They provide accurate, relevant and timely information and quality advice to support business

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- Define implementation success criteria and success factors.
 - Produce technical documentation such as manuals, diagrams and system configuration records, to the detail and standards required to achieve certification and accreditation.
 - Provide end to end quality assurance of project deliverables, and assist in the development of cross team quality processes.
- processes and planning, including the development of the Change Delivery Roadmap.
 - Quality processes and procedures appropriate to the role are well documented and understood.
 - They actively measure and review quality and accuracy of estimated work efforts against actuals.
 - They 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.
 - The Senior Business Analyst is a valued member of the projects team due to the unique services and skills they provide.

4. Testing and User Acceptance

- From previously developed and refined specifications, develop internal testing plans and user acceptance plans.
 - Participate with customers in performing user testing, capturing and responding to variances between requirements and functionality.
- Testing plans are well developed and the appropriate to determine deliverables' consistency with user requirements.
 - Customers are satisfied and accept the product, and have confidence in the testing process.

5. Relationship Management

- Develop and maintain strong relationships with internal and external project stakeholders, and manage customer expectations.
 - Tailor communications to target audiences and lead workshops and conversations about customer needs, solution options and project development.
- Stakeholders are positively engaged and productive and enduring relationships with stakeholders are formed.
 - Workshops and communications are targeted, productive and results-focussed.
 - Ideas and initiatives from various business areas within the NZSIS are evaluated and progressed.
 - Capability Directorate is trusted and respected by partners and customers alike.

- Proactively identify problems and opportunities disclosed by customers and work to escalate these for evaluation and progression.
- Confidently and assertively represent Capability Directorate to internal and external stakeholders.
- Provide expert advice for the projects team.

6. Health, Safety and Wellbeing

Health and safety (of self) is practiced by:

- working safely and take responsibility for keeping self and colleagues free from harm.
- Reporting all incidents and hazards promptly.
- Knowing what to do an emergency.
- Cooperating in implementing return to work plans.

7. Risk Management

- All activities take account of security, operational and organisational reputational risk and these risks are managed to approved standards and escalated to management where appropriate.
- All operational activities are consistent with NZSIS's legally mandated role and functions.

Precise performance measures for this position will be developed in discussion between the jobholder and manager as part of the performance development and review process. It is also expected that you will undertake other duties that can be reasonably be regarded as relevant to the position, your experience and capability.

Person specification

This section is designed to capture the expertise required for the role at the 100% fully effective level. (This does not necessarily reflect what expertise the current jobholder has.) This may be a combination of knowledge, experience, key skills, attributes, job specific competencies, qualifications or equivalent level of learning.

Qualifications

Essential:

- A relevant tertiary qualification, or equivalent work experience
- IIBA qualifications:
 - Certificate of Competency in Business Analysis (CCBA) or
 - Certified Business Analyst Professional (CBAP), or
 - equivalent work experience

Desirable:

- 5 years equivalent commercial work experience

Knowledge/experience

Essential:

- 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
- Very strong relationship management and customer service experience
- Very strong analytical and problem solving skills
- Deep understanding of Project Management and Business Analysis methodologies, Systems Development Life Cycle (SDLC) principles and practices
- 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

Desirable:

- 8-10 years business analysis experience.
- 8-10 years project management experience.
- Strong service management knowledge and experience (ITIL or equivalent)
- Experience working in highly complex IT environments



Personal attributes

- Self-motivated, innovative and possessing enthusiasm and drive.
- Strong interpersonal skills with the ability to build and maintain effective and productive working relationships including collaboration and negotiation with stakeholders at all levels.
- 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.

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. Such change may be initiated as necessary by the manager of this position. This position description may be reviewed as part of planning for the annual performance cycle.

Health and safety

NZSIS is committed to providing a healthy and safe work environment and management practices for all employees. Employees are expected to share this commitment as outlined in the current Health and Safety legislation by taking all practicable steps to ensure:

- a. The employee's safety while at work; and
- b. That no action or inaction of the employee while at work causes harm to any other person.

Knowledge management

Employees are responsible for ensuring that all business records created are accessible and stored in the correct manner according to NZSIS record keeping policy, standards, and procedures.

Employee: _____

Date: _____

Manager: _____

Date: _____