

Position Description



Senior Business Analyst

Date	June 2022
Purpose of position	<p>To develop and deliver high quality analysis, requirements, and recommendations, to ensure that systems are designed, developed, and maintained to meet the needs of Port Otago and its stakeholders.</p> <p>To understand business process and system problems quickly and confidently, identify opportunities for improvement and recommend solutions to stakeholders.</p> <p>Act as a key communication conduit between IT and the rest of the business and champion positive business change.</p> <p>Elicit functional and non-functional requirements to support projects or improvement initiatives and liaise with internal teams and vendors to deliver the agreed solution.</p> <p>Assist in the solution design and selection process to ensure solutions meet the business requirements.</p> <p>Support user acceptance testing, and complete system support activities as may be required from time to time.</p> <p>Project Management of selected projects from time to time.</p>
Reports to	<ul style="list-style-type: none"> • Head of Digital
Key Relationships	<ul style="list-style-type: none"> • Business System Owners and Port Otago Users • Leadership and Management teams • IT Team • Project Steering Group • Contracted Project Managers • IT Vendors
Qualifications & Experience	<ul style="list-style-type: none"> • Senior Technical Business Analyst with proven experience delivering technical and non-technical IT projects, and work programmes. • Tertiary qualification in related field and/or similar senior work experience. • Experience in working in both Waterfall and Agile projects desirable. • Project Management experience desirable. • Must be currently eligible to work in NZ.
Skills and Attributes	<ul style="list-style-type: none"> • Outstanding interpersonal skills with the ability to positively engage and build relationships with people across all levels. • Ability to influence stakeholders and work closely with them to determine acceptable solutions.

	<ul style="list-style-type: none"> • Ability to translate complex technical information to plain English and articulate this to stakeholders at all levels. • Ability to manage multiple priorities and demonstrate flexibility and commitment to getting the job done. • IT background with a broad understanding across multiple technical domains. • Skilled in managing business change. • Proficient with MS Office suite, particularly Excel
Direct Reports	<ul style="list-style-type: none"> • None

Core Responsibilities

Health & Safety (All Port Otago Employees)	<ul style="list-style-type: none"> • Takes responsibility for own and others safety • Follows guidelines and procedures • Reports and escalates H+S issues appropriately (everybody's responsibility in every situation) • Report all incidents, accidents and near misses accurately and in a timely fashion • Participates in induction and on-going training programmes • Ensure strict adherence to safety standards, statutory and legislative requirements, & Port Otago policies and procedures • Comply with work area PPE requirements • Responsible for ensuring a safe workplace and adherence to good housekeeping practices.
Business Analysis	<ul style="list-style-type: none"> • Deliver high quality analysis, requirements, and recommendations to ensure that systems are designed, developed, and maintained to meet the needs of Port Otago and its stakeholders. • To understand business process and system problems, quickly and confidently identify opportunities for improvement and recommend solutions to stakeholders. • Elicit functional and non-functional requirements to support projects or improvement initiatives and liaise with internal teams and vendors to deliver the agreed solution. • Conduct stakeholder workshops to distil requirements and/or discuss and agree solution options. • Understand and communicate the financial and operational impacts of any changes/new solutions and recommend how these impacts can be best managed. • Evaluate business processes with stakeholders and identify and implement opportunities for improvement. • Stakeholder management, communications planning, and execution. • Map current and future state business processes.

Project Management	<ul style="list-style-type: none"> • Lead and deliver selected projects within scope, on time and within agreed budget. • Develop implementation plans, acceptance criteria, budgets, communication plans and resource schedules to support on time, quality delivery. • Complete project reporting and documentation that may be required.
Change Management	<ul style="list-style-type: none"> • Undertake business impact assessments where changes to operational processes, technology and/or staffing is anticipated. • Work with key stakeholders to establish plans for implementing change within the context of the overarching project. • Develop communications plans and artifacts to support the business change. • Champion the change and support user adoption and training activities.
Testing/Quality Assurance	<ul style="list-style-type: none"> • Develop system and user acceptance test plans in conjunction with technical and business representatives. • Conduct testing activities as may be required from time to time. • Ensure project deliverables are continuously measured against requirements and change is formally managed.
Process Improvement	<ul style="list-style-type: none"> • Document business processes into Promapp. • Lead the review of business processes and in conjunction with stakeholders and recommend opportunities for improvement. • Work with the business and within IT to implement process improvement opportunities.
Business Cases	<ul style="list-style-type: none"> • Develop business cases for approval as may be required from time to time.

Key Performance Measures

Health and Safety	<ul style="list-style-type: none"> • To always have safe work practices and to be a role model for others • All incidents and accidents are reported promptly and accurately • All hazards identified are reported immediately • Strive to achieve Zero Harm – keep our people safe
Teamwork	<ul style="list-style-type: none"> • Works collaboratively to achieve the common goal. • Shows respect for what others are trying to achieve by actively listening and responding constructively. • Promotes good co-operation and communication between departments. • Looks for opportunities to help other teams and contributes positively.

Values	<ul style="list-style-type: none"> • Acts within the Port of Otago values at all times. • Punctual time keeping for work and scheduled meetings.
Business Analysis and Delivery	<ul style="list-style-type: none"> • Ensure a high degree of responsiveness in project delivery for both internal and external customers. • Completion of deliverables within agreed timeframes. • Stays 'ahead of the game' on project delivery and ensures that any issues are addressed as appropriate with stakeholders. • The delivery of quality analysis and projects is in line with Head of Digital expectations and relevant policies. • Quality of documentation from work performed including presentation, accuracy, rework (if any) and completeness. • Looks for ways to improve Port Otago's Business Analysis and Project Management processes and supports the delivery of same within the business.