



Tauranga City

Job description

Title	Technical Business Analyst (Foundations)
Number	
Group	Corporate Services
Division	Digital Services
Reports to	Platform Manager (Foundations)
Direct reports	None
Date	18/06/2024

Job holder commitment

The job holder accepts as a fundamental requirement of their employment that they must demonstrate a personal commitment to:-

- modelling organisational values at all times
- a safe and healthy work environment
- assisting Council to fulfil its Civil Defence responsibilities

At TCC we uphold the principles of Te Tiriti o Waitangi by engaging in an effective and meaningful partnership with tangata whenua. We are committed to developing our knowledge and understanding of te reo Māori, tikanga Māori, Mātauranga Māori and our partnership with tangata whenua.

Job purpose

The primary purpose of this role is to provide quality digital advice, technical analysis, and support in relation to business unit operations and digital optimisation.

Key outcomes

Provide and support business outcomes in areas such as process, technical analysis, change management, training, and testing activities.	<p>Work proactively with stakeholders at all levels providing recommendations to develop solutions to complex problems, reviewing options and changes to service delivery with a view to optimise the organisation, as opportunities arise.</p> <p>Provide business advice and analysis, across the organisation including to all staff and leaders.</p> <p>Facilitate and lead requirement gathering sessions and other workshops with business stakeholders.</p>
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	<p>Break down complex problems into user stories to enable and support technical delivery.</p> <p>Detailed analysis on each user story is completed, helping the technical team to better understand the outcome the user/customer is after, to a point where team can deliver on the solution.</p> <p>Support product owners with maintaining the product backlog, making sure stories and features are ready to go for the future iterations.</p> <p>Create stakeholder and team alignment through influencing and supporting decision making.</p> <p>Determine system efficiency and functionality by liaising with internal stakeholders and end-users.</p> <p>Proactively adapt to changes and innovations in the digital landscape to deliver the Council's Digital strategy and improve the maturity of its Digital Operations function.</p> <p>Proactively seek opportunities for improvements in systems and processes.</p> <p>Support the creation and maintenance of technical documentation.</p>
<p>Shared accountability and collaboration to achieve organisational outcomes</p>	<p>Actively support Agile, DevOps and collaborative working methods.</p> <p>Develop Internal and external professional relationships. Support external vendors with work undertaken for TCC.</p> <p>Collaborate with other teams across Digital Services.</p> <p>Participate in the development and implementation of Business Analysis standards and practices as part of the Business Analyst chapter.</p>

The job description is not an exhaustive list of requirements, the job holder will be required to perform tasks assigned to them that are not explicitly described in this document.

Essential person specifications

Tertiary qualification to degree level in Information Technology or an equivalent level of learning gained through experience.

5+ years technical business analysis.

5+ years business process design and customer centric design experience.

Proven experience in developing user-stories from technical requirements gathering.

IIBA Certified or similar industry qualification.

Experience in assisting in the implementation of new systems and the design of new processes.

Technical background would be beneficial.

Experience working collaborative way with team members and taking on cross-functional duties.

Experience working with Infrastructure and Applications Operations teams

Proven experience in providing advice and reports to management or governance.

Proven documentation and writing skills - Ability to write technical documents and business cases.

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WHANAKE TE TAI

Our values

Pono / Integrity

We do what we say we will do

Manaakitanga / Respect

We listen to all views and show we care

Whāia te tika / Service

We do the right thing for our community
and each other

Whanaungatanga / Collaboration

We work together and create connections