



Job description

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| Title | Business Analyst |
| Number | 9IT401 |
| Group | Corporate Services |
| Division | Digital Services |
| Reports to | Platform Manager - ERP |
| Direct reports | None |
| Date | 07/03/2022 |

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, analysis, and support in relation to business unit operations and digital optimisation.

Key outcomes

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| Engage with the business to provide outcomes in areas such as business processes, change management, training, and testing activities. | <ul style="list-style-type: none">• Work closely with product owners to maintain the product backlog, making sure stories and features are ready to go for the future iterations.• Detailed analysis on each user story is completed, helping the development team to better understand what the outcome the user/customer is after, to a point where team can deliver on the solution.• Tasks assigned are completed in line with delivery team's goals including appropriate escalation to third party support.• Effective and trusted relationships with internal and external customers and stakeholders are built and maintained. |
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| | <ul style="list-style-type: none"> Working as a cross functional team member to ensure shared accountability and collaboration in order to achieve organisational outcomes. |
| Assist TCC managers and the wider team and offer advice. | <ul style="list-style-type: none"> Work pro-actively with TCC managers providing recommendations to develop solutions, reviewing options and changes to service delivery with a view to optimise the organisation, as opportunities arise. Provide business advice and analysis, across the organisation including to all staff and leaders. |
| Analysis is completed to assist the business to develop their own goals and to help the business meet their goals. | <ul style="list-style-type: none"> With a holistic view/knowledge of business processes and procedures, provide guidance for continuous improvement and improved practises. Take a lead in Digital's collaborative engagement approach with the wider organisation. Support the wider organisation to track benefits, for the purposes of including this information in initiative close-out reporting |

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

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| <ul style="list-style-type: none"> 3+ years agile delivery experience, e.g. Scrum, Lean, Six sigma, Scaled agile framework etc 5+ years business analysis 2+ years customer centric design experience Proven experience in developing user-stories from requirements gathering. Experience in assisting in the implementation of new systems and the design of new processes. Experience in analytics and gathering insights out of both ERP and BI environments. Experience working collaborative way with team members and taking on cross-functional duties. Experience in working with ERP Systems (Beneficial) Experience working with Agile tools, such as Azure DevOps, Jira, Confluence (Beneficial) Proven experience in providing advice and reports to management or governance. |
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Here to make Tauranga better



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