

IT Business Analyst



Purpose

The purpose of our IT Business Analyst role is to ensure our delivery teams requirements and documentation are understood and appropriately defined to enable optimal systems development, integration, quality assurance execution and systems operational performance

Role dimensions

- Reports to: Manager, Digital & CRM
- Department: Technology Services
- Job family: Technical Specialist
- Location: New Plymouth
- Direct Reports: Nil
- Financial Authority: Nil

Person specifications (*what does the person need to have?*)

- NZ University Entrance Qualification or relevant NCEA Level 4 qualification
- Excellent communication skills both written and verbal
- Demonstrable analytical and problem-solving skills
- Good understanding of technology & software
- Prior experience in the financial services industry beneficial

Role specific areas of responsibility

- Document and refine business requirements, specifications, prototypes, and solution design specifications in line with established standards and practices
- Contribute to the definition, scope and phasing of project timelines, with a focus on business value delivery & user acceptance testing facilitation and systems change adoption
- Work effectively within cross-functional service teams to ensure requirements are delivered on agreed schedules
- Create and maintain key documentation including; business requirements, functional specifications, test reports, change records and operational instructions and analysis reports.
- Contribute to quality assurance & user acceptance testing activities to ensure business value and requirements are being met
- Lead knowledge sharing activities to staff, and proactively review and implement process and operational improvement initiatives across the teams' services
- Contribute to resolution and root cause analysis of system incidents and problems, in liaison with the Delivery Teams, Product Owner(s) & Manager(s)
- Provide rostered 24 x 7 on-call support for system related issues within the Service Group responsibilities.