

Technical Business Analyst



Purpose

The Technical Business Analyst role will ensure our delivery teams requirements and documentation are understood and appropriately defined, working to document and refine requirements and review business processes, systems workflow, and operational and change records to enable optimal systems development, integration, quality assurance execution and operational performance.

Role dimensions

- **Reports to:** Manager, Digital and CRM
- **Department:** Technology Services
- **Job family:** Technical Specialist
- **Location:** New Plymouth
- **Direct Reports:** Nil
- **Financial Authority:** N/A

Person specifications

- 2+ years experience as a Business Analyst
- NZ University Entrance Qualification or relevant NCEA Level 4 qualification.
- Excellent written and verbal communication skills.
- Demonstrable analytical and problem-solving skills with the ability to synthesize and interpret technical data.
- A good understanding of technology and 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 and user acceptance testing facilitation and systems change adoption.
- Develop and manage relationships with business stakeholders and 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 and user acceptance testing activities to ensure business value and requirements a 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 24x7 on-call support for system related issues within the Service Group responsibilities.

From time to time there may be additional activity not contained within this position description that the appointee is to complete in the interests of the appointment and their own personal development.

This position description provides a broad overview of responsibilities. The position description is a living document, and the Bank reserves the right to amend from time to time as required.