

JOB DESCRIPTION

Senior Business Analyst

ROLE TITLE	Senior Business Analyst
SECTION/DIVISION:	IT Information Systems, Information Technology Services Division
REPORTS TO:	Group Leader Enterprise Business Analysis or Product Manager with dotted line reporting to Group Leader Enterprise Business Analysis
DIRECT REPORTS (FTE):	Nil
INDIRECT REPORTS (FTE):	Nil
PRIMARY PURPOSE OF THE ROLE:	<p>Provide expert and specialist business analysis for a portfolio of information systems and projects within the University that support administrative, operational, teaching and research functions.</p> <p>Discover, review and undertake in-depth analysis of client's business intentions, services, processes and needs to define, enable and support changes that lead to business improvements, particularly new and changed information systems functionality and enhancements.</p> <p>The role works across a range of information systems and services and multiple platforms and technologies. Extensive interaction and collaboration with a wide range of stakeholders is essential to elicit requirements. A client focused orientation providing excellent service delivery is critical to success in this role.</p>
ACCOUNTABILITIES:	<p>Requirements definition and management, REQm: Level 5 Plans and drives scoping, requirements definition and prioritisation activities for large, complex initiatives.</p> <p>Selects, adopts and adapts appropriate requirements definition and management methods, tools and techniques. Contributes to the development of organisational methods and standards for requirements management.</p> <p>Obtains input from, and agreement to requirements from a diverse range of stakeholders. Negotiates with stakeholders to manage competing priorities and conflicts.</p> <p>Establishes requirements baselines. Ensures changes to requirements are investigated and managed.</p> <p>Business situation analysis, BUSA: Level 5 Plans, manages and investigates business situation analysis where there is significant ambiguity and complexity.</p> <p>Advises on the approach and techniques to be used for business situation analysis. Ensures holistic view adopted to identify and analyse wide-ranging problems and opportunities.</p> <p>Engages and collaborates with a wide range of stakeholders, including those at the management level. Gains agreement from stakeholders to conclusions and recommendations.</p> <p>Contributes to definition of organisational standards and guidelines for business situation analysis.</p>

Stakeholder relationship management, RLMT: Level 4

Deals with problems and issues, managing resolutions, corrective actions, lessons learned, and the collection and dissemination of relevant information.

Implements stakeholder engagement/communications plan. Collects and uses feedback from customers and stakeholders to help measure the effectiveness of stakeholder management.

Helps develop and enhance customer and stakeholder relationships.

User experience analysis, UNAN: Level 4

Selects appropriate techniques and tools to develop user stories and elicit user experience requirements in complex situations.

Identifies and describes the design goals for systems, products, services and devices.

Identifies the roles of affected stakeholder groups. Resolves potential conflicts between differing user requirements.

Specifies measurable criteria for the required usability and accessibility of systems, products, services and devices.

Acceptance testing, BPTS: Level 4

Develops acceptance criteria related to functional and non-functional requirements, business processes, features, user stories and business rules.

Designs, specifies and executes test cases and scenarios to test that systems, products and services fulfil the acceptance criteria and deliver the predicted business benefits.

Collaborates with project colleagues and stakeholders involved in the analysis, development and operation of products, systems or services to ensure accuracy and comprehensive test coverage.

Analyses and reports on test activities, results, issues and risks including the work of others.

Feasibility assessment, FEAS: Level 4

Selects relevant feasibility assessment approaches and techniques.

Identifies the range of possible options. Undertakes short-listing of options and feasibility assessment.

Engages with internal and external stakeholders to get the information required for feasibility assessment.

Supports preparation of business cases including cost/benefit, impact and risk analysis for each option.

KEY RELATIONSHIPS:**Internal**

Leaders, managers, and staff
IT Services Division staff
Project sponsors and project managers
Enterprise Project Management Office

External

University and industry peers
Vendors, service providers, contractors and consultants

QUALIFICATIONS AND EXPERIENCE:	<p><u>Essential</u></p> <p>Tertiary qualification in a relevant discipline or recognised qualification(s) appropriate to the role.</p> <p>Considerable relevant experience in a business analysis role.</p> <p>Experience in requirements gathering</p> <p>Proven ability to analyse and interpret information, deal with challenges creatively and achieve business, client focused solutions.</p> <p>Proven experience in research, planning and development of business case formulation and data collection, analysing and interpreting data or information.</p> <p>Strong understanding of user experience design and journey mapping</p> <p>Experience working with, and influencing a diverse group of stakeholders</p> <p>Experience in writing user documentation for target audiences</p> <p><u>Preferred</u></p> <p>Tertiary level IT qualification</p> <p>Project experience including being the lead Business Analyst on at least one project.</p> <p>Proven ability to build and maintain strong working relationships and communicate at varying levels across a large organisation.</p> <p>Familiarity of, or experience working in, the tertiary sector.</p> <p>An understanding of design thinking</p>
TECHNICAL SKILLS AND KNOWLEDGE:	<p><u>Essential</u></p> <p>Knowledge and considerable experience of formal/structured business analysis tools, techniques and methodologies.</p> <p>Excellent analytical and problem-solving abilities.</p> <p>High degree of computer literacy and numerical data analysis skills</p> <p>Demonstrated experience in working with Project Portfolio Management systems.</p> <p>Completed or working towards Level 2 CCBA BABOK certification</p> <p><u>Preferred</u></p> <p>Experience of systems used in a tertiary institution or large organisation e.g. eVision, Blackboard, Taleo, Finance 1</p> <p>Working in at least 2 of the 6 BABOK Knowledge areas.</p> <p>Knowledge of ITIL and Agile (Agile Fundamentals) methodology.</p>
SPECIAL REQUIREMENTS:	<p>Contribute as part of a network of IT Information Systems staff to provide suitable coverage during periods of leave, peak period activities and to cater for University and customer requirements. Support of scheduled after hours work will be required on occasion. Provide service and support to the University of Otago satellite campuses as and when required. Maintain high levels of discretion and confidentiality of information and data Some travel may be required.</p> <p>At the University, we are required to be compliant with the Public Records Act 2005 and Privacy Act 2020. Staff are expected to participate in available training to understand these requirements and effectively manage information accordingly.</p>
DIRECT BUDGET ACCOUNTABILITY:	Nil
MĀORI STRATEGIC FRAMEWORK:	Act in a manner consistent with the principles and implications, as well as the University's commitment to the Treaty as articulated in the Māori Strategic Framework.
PACIFIC STRATEGIC FRAMEWORK:	Act in a manner consistent with the strategies and goals contained in the University's Pacific Strategic Framework, role-modelling and promoting Pacific values, equity and diversity principles and cultural safety practices.

HEALTH AND SAFETY:

Act and work in a manner compliant with current health and safety at work legislation and University procedures, frameworks and guidelines. Role model safe behaviour and practices, share the responsibility to prevent harm and contribute to a safe campus and work environment, including raising workplace health and safety concerns for self, students, visitors and other staff.

SUSTAINABILITY:

Act in a manner consistent with the University's sustainability commitments; role-modelling sustainable practices, with a particular emphasis on minimising the environmental impact of day-to-day activities.

SKILLS FRAMEWORK FOR THE INFORMATION AGE (SFIA)

Senior Business Analyst

Role Type: Business Analyst

SFIA Levels of responsibility

Autonomy	4	Influence	4	Complexity	5	Business Skills	5	Knowledge	4
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SFIA Skills Profile

Category	Subcategory	Skill	Code	L1	L2	L3	L4	L5	L6	L7
Change and transformation	Change analysis	Requirements definition and management	REQM							
Change and transformation	Change analysis	Business situation analysis	BUSA							
Relationships and engagement	Stakeholder management	Stakeholder relationship management	RLMT							
Development and implementation	User experience	User experience analysis	UNAN							
Change and transformation	Change analysis	Acceptance testing	BPTS							
Change and transformation	Change analysis	Feasibility assessment	FEAS							

<https://help.sfia.nz/hc/en-nz/sections/4407230514201-Levels-of-responsibility>

<https://sfia-online.org/en/sfia-8/sfia-views/full-framework-view?path=/glance>