WAIMAKARIRI
DISTRICT COUNCIL

Position Description

Position Title

Technical Business Analyst

Location

Rangiora Service Centre – 6 Durham Street

Department

Finance & Business Support

Contract Type

Permanent

Unit

Information & Technology Services

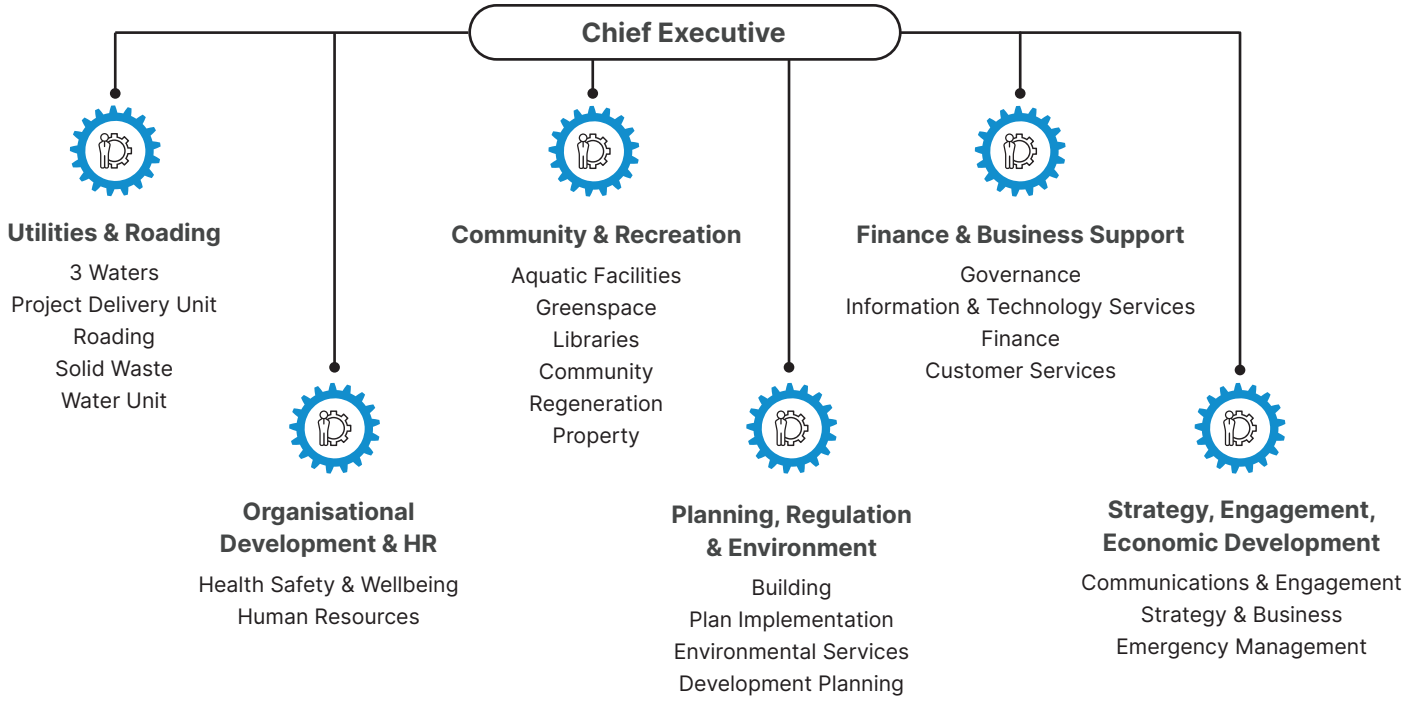
Date

June 2025

Team

Business & Technology Solutions

Organisation Context



Tā mātou mauri

Our principles

Our purpose	To make Waimakariri a great place to be, in partnership with our communities.		
Our vision	We are a respectful, progressive team delivering value for our customers.		
Our values	We will...		
	Act with integrity, honesty and trust	Keep you informed	
	Do better every day	Take responsibility	Work with you and each other
Our customer promise	We will be professional, approachable and solutions-focused.		

Position Details

Purpose of Position

To ensure that the Council's Organisational Development (OD) and Digital Transformation Strategy (DTS) outcomes are achieved by assisting with the evaluation and design of business processes, aligning processes and systems, designing and configuring approved applications, and coordinating development through to implementation and training.

To provide technical business analysis and project management/coordination services for the development of effective solutions for business initiatives, including new services and additions to existing services as part of the approved programs and projects in the DTS and OD plan.

Key Relationships

Responsible to

Business and Technology Solutions Team Leader

Responsible for

Nil

Internal

Information and Communications Technology Services Team
All other Council staff and elected members

External

Councillors and Mayor
Contractors, Consultants and Vendors
Other Government agencies

Is there an approved delegated authority for this role? ☐ Yes ☑ No

If yes, state limit for role **$:**

If yes, is this role responsible for that budget? ☐ Yes ☐ No

Vetting Requirement (contact HR for further advice as required)

Under the NZ Police vetting criteria, thorough vetting is required to safeguard communities by assessing the backgrounds of individuals who work with vulnerable populations.

This role provides care/protection/education/training to vulnerable members of society such as children, young people, elderly and/or disabled. ☐ Yes ☑ No

If yes, does this role fall under the Childrens Act 2014? ☐ Yes ☐ No

If yes, this position has been identified as:

Vetting under the Children's Act 2014 is necessary to ensure the safety and well-being of children by thoroughly assessing individuals who work with them.

Key Result Areas

KPI (area of responsibility)	**Measure** (successful when)
Translate business requirements into technical functional and non-functional requirements and detailed design for the development team. This includes integration and dependencies with other processes and IT systems and the organisational context of the processes or functions.	Processes mapped using appropriate tools. Complete, accurate, consistent, and up to date quality documentation stored in the EDRMS. Systems are 'fit for purpose'.
Actively contribute to the design, development, testing, and implementation of solutions to meet business requirements. Manage the User Acceptance Testing (UAT) process	Complete, accurate, consistent, and up to date quality documentation stored in the EDRMS. Systems are 'fit for purpose'. All UAT signed off, results stored in EDRMS, and all issues resolved before release to go-live.
Process map and document changes to business needs and requirements to reflect changing business conditions and changes to legislation, standards and policy. Work collaboratively with the business to map and document processes, with the aim of identifying ways to utilise technology based systems to improve the process or function, whilst maintaining compliance to legislation, standards and policy.	Processes mapped using appropriate tools. Complete, accurate, consistent, and up to date quality documentation stored in the EDRMS.
Undertake a gap analysis where the business requirements are not met in the module or application. Align business processes to systems. Recommend configuration changes or business process changes, as required.	Complete, accurate, consistent, and up to date quality documentation stored in the EDRMS. Positive feedback from staff
Ensure appropriate standard operating procedures are created for all process changes. Create training documentation, user documentation and quick tip sheets. Conduct staff training in software applications as needed.	Documentation complete, accurate, consistent, fit for purpose with the target audience and stored in the EDRMS. Positive feedback received from staff.

Key Result Areas Continued

KPI (area of responsibility)	**Measure** (successful when)
Provide application support. Escalate to appropriate internal support staff or vendors when required and follow up to ensure issues are resolved.	Positive feedback received from staff. Communication with internal support staff or vendors is professional and completed in a timely manner.
New software and systems: Be involved in the creation of RFPs and sourcing of software when required. Evaluate new systems for best fit with the business processes. Prepare implementation plans for new software.	Complete, accurate, consistent, and up to date quality documentation stored in the EDRMS. Software and modules are 'fit for purpose'.
Project Management/coordination: Provide Project Management services at a level appropriate to the size and complexity of a project. Develop project plans, track and measure project performance, manage variations and issues, schedules and costs and escalate when required.	Project plan, scope and objectives developed based on full understanding of user requirements, cost and technical feasibilities. Project resources allocated effectively. Project variations, issues and decisions are communicated and documented, and stored in the EDRMS.
Project Management/coordination: Understand business implications including Inter-departmental and inter-project dependencies when setting the scope and determining the risk to the business. Ensuring that all projects are delivered on-time, within scope and within budget.	Project risks identified, communicated and minimised. Projects delivered on time and within budget. All project documents are complete, current, and stored in the EDRMS in a timely fashion. Project tasks assigned and communicated to appropriate individuals, dependencies identified, progress tracked, and blockages managed.
Project Management / coordination: Arrange regular meetings for project working and steering groups as and when required. Create Status Reports for the Project Steering Committee and Project Owner when required.	Regular status reports are created and communicated to steering group and stored into EDRMS. Regular working and steering group meetings are scheduled and decisions, actions and issues minuted and stored in the EDRMS. Positive feedback received from staff - staff feel informed.

Person Specification

Education/Qualifications

Minimum requirement for the role:	Graduate Dip Level 7, General Deg OR equiv level of knowledge
Specifications and/or further information:	2-5years' proven working experience in project management and requirements analysis, business process mapping and business process re-engineering. Qualifications in Business Analysis e.g. BABOK, IIBA Accredited or ICAgile is desirable. Qualification in Project Management, e.g. Prince2, PMBOK or Agile is desirable.

Knowledge/Experience

Minimum requirement for the role:	2-3 years Required to draw on skills and experience related to specific activities, equipment, or work practices.
Further information:	An in-depth understanding of how to implement IT systems. Strong analytical and product management skills required, including a thorough understanding of how to interpret customer business needs and translate them into application and operational requirements. Experience conducting workshops and training sessions.

Attributes

Able to work independently, as well as part of a team.

Able to see issues in a bigger context.

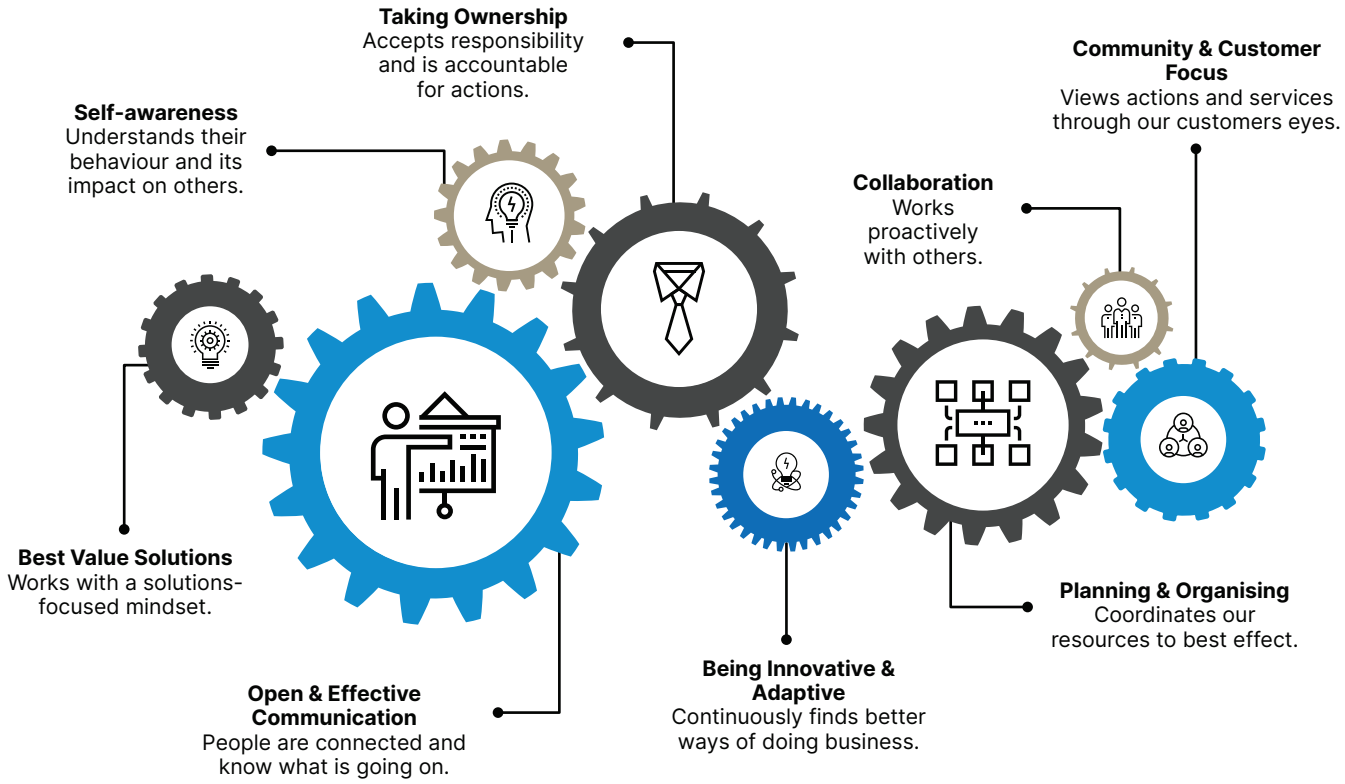
Able to challenge the “why” and can think laterally

Skills

Effective interpersonal and communication skills are essential.
Strong analytical and problem solving skills, and an attention to detail.
Excellent documentation skills (both operating procedures and training manuals), including the ability to successfully convert user requirements into a document.

Good presentation skills.
Ability to prioritise and organise own workload.

Core Competencies



Key Requirements for all Council Staff

- ✓ Embrace principles contained in Tā Mātou Mauri, model the Council's values and continuously seek self-improvement regarding our core competencies.
- ✓ Participate in Civil Defence training programmes and exercises and assist effectively in disaster recovery and business continuity planning.
- ✓ Take reasonable care for the health and safety of yourself and others at the WDC (including visitors, volunteers, contractors, and general public). Comply with any reasonable health and safety instruction, policy or procedure and ensure that all hazards, risks and incidents in the workplace are reported.
- ✓ Manage information of all activities within the Council's corporate business and information systems according to information management policies and procedures.
- ✓ Ensure that proper account of tikanga Māori and the Treaty of Waitangi is taken in all activities.
- ✓ Maintain an effective partnership with mana whenua as provided for in our agreements and understandings between Council and Te Ngāi Tūāhuriri Rūnanga.

Amendments to Position Description

From time to time it may be necessary to consider changes in the Position Description in response to the changing nature of our work environment – including technological requirements or statutory changes.

Position Description approved by	Andy Keiller	**Date**	June 2025