

POSITION DESCRIPTION

Position Title	Business Analyst
Organisation	Electoral Commission
Location	Wellington
Date	January 2019
Reports to	Manager Information Technology

Position Purpose

The Business Analyst contributes to the analysis of business requirements of the Commission to identify and address business problems and issues. This includes:

- Assisting with the analysis, design and testing of business processes and systems to identify improvements and coordinate reengineering projects involving technology
- Assisting with the delivery of key Commission projects via the gathering of requirements, creation of processes and procedures and guiding implementation.
- Contributing to the operational management of the Commission's applications, websites and IT infrastructure, as required.

Electoral Commission – Te Kaitiaki Take Kōwhiri

Who we are:

We are an independent Crown entity who works with and through communities to inform, engage and educate New Zealanders about the value of taking part in the electoral system.

Our objective under the Electoral Act 1993 is to administer the electoral system impartially, efficiently and effectively, and in a way that:

- a) Facilitates participation in parliamentary democracy; and
- b) Promotes understanding of the electoral system; and
- c) Maintains confidence in the administration of the electoral system.

Our Vision:

New Zealanders trust, value and take part in parliamentary elections.

Strategic Mission:

New Zealanders trust, value and take part in parliamentary elections

The Commission wants New Zealanders to understand their electoral system, to have trust and confidence in our administration of their electoral laws, to find enrolling and voting easy, and to value and exercise their right to vote.

Our contribution:

New Zealanders will trust, and are more likely to value and take part in parliamentary elections if we:

- Act impartially, professionally and in accordance with the law
- Make participation easy
- Deliver timely and accurate results
- Are open to public, judicial and parliamentary scrutiny
- Continually improve our processes, procedures and service.

Dimensions of the position for which the incumbent is accountable

Number of direct reports	None
Number of indirect reports	None
Operating budget	None
Other [delegation levels]	None

Important Relationships

Internal

- Chief Electoral Officer
- Electoral Commission Board
- Commission Staff including permanent and temporary field staff.

External

- Members of the public
- Community organisations
- Other public sector organisations
- Suppliers, consultants and contractors
- Political parties, third parties and electoral candidates
- Overseas Electoral agencies.

Accountabilities

Accountability Area	Deliverables / Outcomes
<ul style="list-style-type: none"> • Business Analysis & Business Cases 	<ul style="list-style-type: none"> • Contribute to the identification, development and testing of business process improvements in the pursuit of continual improvement • Participate in formal business analysis, including contributing to use cases and requirements documentation • Participate in process re-engineering projects involving technology. • Contribute to business case development and supporting documentation for development projects • Contribute to business modelling and process definition.
<ul style="list-style-type: none"> • IT Project Management 	<ul style="list-style-type: none"> • Contribute to IT projects that are delivered according to time, cost, and quality standards or goals by: <ul style="list-style-type: none"> ○ Assisting with the development of project scope, work schedule and budget with project sponsor (e.g. a project plan or research proposal) ○ Helping to identify resource requirements to meet the plan ○ Monitoring progress against project milestones and deliverables in accordance with the project/research plan ○ Providing regular reports on project status, budget, risks and issues in agreed format and within agreed timeframes ○ Contributing to post implementation reviews where agreed to identify learning/improvement opportunities for the future.

<ul style="list-style-type: none"> • Cyber Security 	<ul style="list-style-type: none"> • Assist with the implementation of goals relating to cyber security within the organisation • Comply with the cyber security and privacy policies and standards within the organisation • Maintain cyber security related documentation. • Contribute to the development and training of cyber security awareness and training programmes.
<ul style="list-style-type: none"> • Operational Management 	<ul style="list-style-type: none"> • Provide support to the IT team, including assisting with change controls, business continuity and disaster recovery planning, software licensing, service desk performance, and security management. • Provide support to other teams to assist them to plan, understand and communicate effectively their IT needs • Assist with ICT-related procurement, including the development and evaluation of business cases, RFPs, contract negotiations, vendor performance and cost management. • Contribute to the testing of ICT systems, infrastructure, and websites, including the development and implementation of test strategies, test plans, functional testing, user-acceptance testing, performance testing and security testing. • Assist with the preparation and presentation material to a wide-range of audiences, including writing and editing operational and technical manuals, project documentation, business cases, business requirements, technical specifications and training material. • Contribute to reports and information to the Chief Information Officer as required. • Create and interpret statistical reports using SQL and other programming languages • Provide 2nd level support to the Commission's ICT infrastructure and systems to Commission staff.
<ul style="list-style-type: none"> • Relationship Management 	<ul style="list-style-type: none"> • Contributes to higher effectiveness levels for the Commission by identifying developing, and maintaining an appropriate network of contacts • Ensures that business relationships are maintained at an agreed level by developing, implementing, and maintaining a quality oriented, timely, and service-focussed approach in work programmes and services provided. • Maintains high ethical standards of conduct
<ul style="list-style-type: none"> • Financial Management 	<ul style="list-style-type: none"> • Develops budgets based on government imperatives, agreed work programmes, and organisational priorities and affordability and identifies, communicates, and manages budget requirements • Meets organisation financial/budgeting requirements by managing the adherence to approved budgets and by managing communication of, and applying strict accountability systems for, expenditure, including the monitoring and reporting of expenditure

<ul style="list-style-type: none"> • Information Gathering and Analysis 	<ul style="list-style-type: none"> • Ensure a sound knowledge basis for future operations by monitoring developments, reviewing literature, collecting data/information, and liaising with groups • Contribute to the quality of the Commission's operational procedures and related efforts, by actively participating in discussions, suggesting improvements in research and analysis methods, and assisting team members to achieve quality results.
<ul style="list-style-type: none"> • Workplace Effectiveness and Corporate Contribution 	<ul style="list-style-type: none"> • Contribute to the Commission's effectiveness by offering value adding suggestions at meetings, providing learning feedback/comments and support to others which aim to improve team performance and staff motivation, and assisting other members of the team. • Applies and manages application of Good Employer principles as set out in the Crown Entities Act 2004.
<ul style="list-style-type: none"> • Health and Safety 	<ul style="list-style-type: none"> • Complies with the Commission's health and safety policies and procedures. Takes action to improve the health and safety record of the workplace. Ensures equipment and work areas are well maintained. • Takes personal responsibility for keeping themselves, co-workers and equipment free from mishaps. • Ensures timely and accurate reporting of any hazards or any hazards or potential hazards so that they may be remedied.

Person Specifications

Qualifications and technical skills:

- A relevant tertiary qualification and/or equivalent experience
- Well-developed analytical skills with the ability to formulate and articulate well-reasoned solutions
- High level of computer literacy
- Strong oral and written communication skills.

Experience and knowledge profile:

- Experience in analysing and documenting business requirements
- Familiarity with business process re-engineering concepts and techniques using new IT technology
- Experience in the operational management of IT systems, infrastructure and websites.
- Experience in organisational change projects or initiatives, with a specific focus on IT systems
- Knowledge of testing processes and principals
- Provide examples of successfully delivering Business Analyst tasks within a project-focused environment.

Key Competencies Required:

- **Analytical Skills:** Ability to identify issues and analyse information to make considered decisions. Uses rigorous logic and methods to solve difficult problems with effective solutions; probes all fruitful sources for answers; can see hidden problems; is excellent at honest analysis; looks beyond the obvious and doesn't stop at the first answers.

- **Customer Focus:** Is dedicated to meeting the expectations and requirements of internal and external customers; gets first-hand customer information and uses it for improvements in products and services; acts with customers in mind; establishes and maintains effective relationships with customers and gains their trust and respect.
- **Teamwork:** The ability to quickly find common ground and solve problems for the good of all, representing his/her own interests and yet being fair to others in the group. The ability to solve problems with peers with a minimum of noise and is seen as a team player and cooperative easily gaining the trust and support of peers. Encourages collaboration and can be candid yet tactful with peers.
- **Good Judgement:** Makes good decisions based upon a mixture of analysis, wisdom, experience, and judgment; most of his/her solutions and suggestions turn out to be correct and accurate when judged over time; sought out by others for advice and solutions.
- **Environment Awareness:** Awareness of the economic, political, social and cultural context in which the individual and the Electoral Commission operate.
- **Communication:** The ability to express thoughts and ideas with clarity and present a consistent point of view both orally and in a written format.
- **Results Orientation:** The ability and desire to achieve effective results, and work towards or exceed an agreed goal.
- **Continuous Improvement:** The ability and desire to seek and use better ways of doing things (to improve one's personal and the Electoral Commission's performance)
- **Professional Integrity:** The ability to act in a manner that conveys high personal and professional standards consistent with the principles of importance to the Commission and the State Sector. Develops and maintains trust and is seen to be someone who presents the unvarnished truth in an appropriate and helpful manner, keeping confidences, admitting mistakes and does not misrepresent him/herself for personal gain
- **Commitment to EEO:** The ability to apply EEO principles in the workplace.