POSITION TITLE:	Business Application Analyst		
GROUP:	Corporate Services	SECTION:	ICT
REPORTS TO:	Team Leader Business Support		
RESPONSIBLE FOR:	n/a		
FAMILY:	TS3	GRADE:	15
DATE REVIEWED:	May 2024	JOB NUMBER:	

HBRC STRATEGY

Our Vision:

We want a healthy environment and a resilient and prosperous community.

Our Purpose:

We work with our community to protect and manage the region's precious taonga of rivers, lakes, soils, air, coast and biodiversity for health, wellbeing and connectivity.

Our Values:

- **Partnership and Collaboration:** We work with our community in everything we do
- **Accountability:** We hold ourselves to account to deliver results, be responsive to community expectations, and the best use of ratepayers' funds and assets
- **Transparency:** We report on what we do and the value this delivers for our community
- **Excellence:** We set our sights and expectations high, and never stop striving to do better

Our Focus:

- **Water quality, safety and climate-resilient security** ~ *Te kounga o te wai, te haumarutanga me te mārohirohi ā-āhuarangi o te whakamarutanga.*
- **Climate-smart and sustainable land use** ~ *Kia koi, kia toitū hoki te whakamahinga o te whenua.*
- **Healthy, functioning and climate-smart biodiversity** ~ *kio ora, kia āhe, kia mārohirohi ā-āhuarangi hoki te rerenga rauropi.*
- **Sustainable and climate-resilient services and infrastructure** ~ *kia toitū, kia mārohirohi ā-āhuarangi hoki ngā ratonga me ngā hanganga ā-whare.*

POSITION SUMMARY

The role of the Business Application Analyst is to ensure business solutions are fit for purpose, cost effective and consistently exceeding customer expectations. This will involve investigative work to determine business requirements and specify effective business processes, through improvements in information systems, information management, practices, procedures, and organisation change.

You will be a key driver of continuous improvement initiatives, liaising with customers to ensure solutions are implemented appropriately and that ongoing system administration and support is provided to users.

GROUP AND TEAM GOALS:

The Business Support team is responsible for the operational effectiveness of all production systems, as well as helping the organisation with process improvement and automation, implementing small change/enhancements to existing applications and the provisioning of data and reporting to support business users. The team ensure

that the Council's business units have the right software tools and processes in place to work efficiently and effectively, and then provide support for the technology that is in place.

This team provide capacity to the ICT Strategic Projects team as needed, with targeted expertise in applications, requirements, change management, testing, user adoption and transitions into BAU. Enterprise Information management also resides here, understanding that information governance and policy are Council functions. User education regarding the core functional applications within the organization is also part of this team's brief.
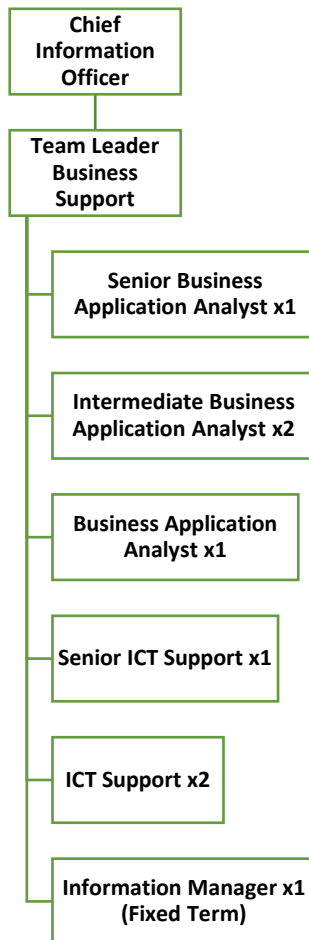
The team provides business as usual (BAU) application support for the complete lifecycle to HBRC business units and users. Including:
- Process Automation
- Technology Scouts
- Business Analysis
- Project Management
- Change Management
- Research and Development
- Application adoption and integration
- Application support
- Hardware support
- Continual process refinement and improvement
- Reporting

The team sits within the wider ICT Team, which provides the following role and functions as part of the Corporate Services Group:
- Provide seamless user experiences across various platforms – on-site, remote, and mobile.
- Maintain an innovative telecommunications infrastructure, encompassing landline and mobile telephones, internet, and mobile data services.
- Innovate and sustain custom applications, software, and GIS solutions.
- Offer dynamic ICT services, including Project Management, Business Analysis, Reporting, Product Enhancement, Development, Vendor Management, and Contract Management.
- Manage information services, embracing modern approaches to records, library, and mailroom functions.
- Ensure the reliability and support of a progressive technology infrastructure.
- Drive and oversee organization-wide ICT projects to successful completion.
- Contribute actively to the success of region-wide Shared Service initiatives.
- Elevate ICT customer service to top-tier standards.
- Engage in national and regional initiatives, focusing on data sharing, collaborative vendor management, cloud computing, standardization, and interoperability.
- Optimize outsourced and managed services for cost-effectiveness and maximum value.

ORGANISATIONAL CONTEXT

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                    ┌─────────────────┐
                    │     Chief       │
                    │  Information    │
                    │    Officer      │
                    └────────┬────────┘
                    ┌────────┴────────┐
                    │  Team Leader    │
                    │    Business     │
                    │    Support      │
                    └────────┬────────┘
                             │
                             ├──── ┌──────────────────────┐
                             │     │  Senior Business     │
                             │     │ Application Analyst x1│
                             │     └──────────────────────┘
                             │
                             ├──── ┌──────────────────────┐
                             │     │ Intermediate Business│
                             │     │ Application Analyst x2│
                             │     └──────────────────────┘
                             │
                             ├──── ┌──────────────────────┐
                             │     │ Business Application │
                             │     │    Analyst x1        │
                             │     └──────────────────────┘
                             │
                             ├──── ┌──────────────────────┐
                             │     │ Senior ICT Support x1│
                             │     └──────────────────────┘
                             │
                             ├──── ┌──────────────────────┐
                             │     │   ICT Support x2     │
                             │     └──────────────────────┘
                             │
                             └──── ┌──────────────────────┐
                                   │ Information Manager x1│
                                   │    (Fixed Term)      │
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JOB SPECIFIC ACCOUNTABILITES

The expectations of this role are evidenced by:

- Business solutions are strongly championed with focus on customer experience and satisfaction
- Customer Support (Level 2&3) for business solutions is timely and professional.
- Change requests and continuous improvements to business solutions are thoroughly analysed, designed and implemented in partnership with the business, customer experience and quality outcomes.
- Collaboration across all stakeholder groups is evident when analysing, designing and implementing change requests or improvement projects.
- Ensure change requests and continuous improvement projects align with ICT strategy, are fit for purpose and follows best practice principals and processes.
- Any change has appropriate levels of support (internal and external)
- Assist the business with the development and promotion of Business Cases for change request.
- Continuous improvement projects are professional and timely.
- Proactively promote and coordinate end user training sessions and ensuring materials are professional.
- Ensure Super Users within the business are accurately trained to provide seamless Level 1 support to their teams.
- Learning Vendor Management - attending support calls and having regular interactions with vendors.
- Ensure appropriate SLA's are documented, clearly defined and in agreeance with the business, ICT and vendors.
- Identify new and emerging technologies to HBRC for discussion that can transform our business or how we engage with the community.

- Ability to complete simple ICT projects, or limited phases of more complex ICT projects.
- Provide support to senior team members as needed.

FUNCTIONAL RELATIONSHIPS

Internal

- Group Managers
- Executive Team
- Elected members
- Team members

External

- Consultants and contractors
- Government agencies and departments
- Local authorities

COMMUNITY RELATIONSHIPS

Fostering good working relationships is fundamental to the successful achievement of strategic goals for HBRC. We know we can't achieve change without the people (our community) outside our business. As expressed under our purpose statement, "working with our community" is at the heart of everything we do. This is particularly relevant to our relations with Tāngata Whenua in terms of co-governance and co-management. Successful relationships involve building trust. Which in turn enables us to support each other to respond to new challenges as they arise.

This means:

- Professional attitude is projected at all times in dealing with external contacts.
- Information is accurate and is provided in a timely manner.
- Outcomes that are fair and clearly understood by both parties are achieved.
- Customers are satisfied with responses to written or verbal requests for information.

CONTINUOUS IMPROVEMENT

All Hawke's Bay Regional Council (HBRC) staff are expected to actively and enthusiastically promote the concept of continuous improvement in their work for HBRC. This means:

- Maintaining a positive overall attitude in the workplace, including promoting HBRC in a positive manner, as assessed by your peers and manager.
- Taking part in training opportunities provided by HBRC with an open mind, as assessed by pre and post training meetings with your manager.
- Practicing the skills provided in training offered by HBRC, as assessed by regular feedback meetings with your manager.
- Showing a strong team commitment, as indicated by peer feedback and your Manager's assessment.
- Practicing the concept of continuous improvement by showing initiative with new ideas and positively acknowledging other ideas.
- Giving honest and open feedback as and when required, aiming to constructively deal with all issues, as assessed by regular feedback meetings with your manager.
- Deliver on project outcomes: on time and on budget.
- Displaying sound judgment and making responsible decisions.
- Working to high quality standards and where applicable contributes to maintenance of ISO 9001:2015 accreditation of the Quality Management System.

HEALTH AND SAFETY

All staff are expected to follow established health and safety procedures while working for HBRC, and in accordance with policies developed by HBRC. This means:

- Complying with and adhering to HBRC's accepted standards and procedures.
- Where appropriate, taking responsibility for workplace hazards/risks you identify and communicated to management.
- Undertaking regular reviews of workplace risks/hazards that are present in your work.
- When, and if, necessary, participate in the investigation of accidents/incidents according to HBRC procedures.
- Undertaking appropriate and effective staff training when required or necessary.
- Promoting a healthy and safe workplace.
- Actively supporting health and safety initiatives.
- Comply with any rehabilitation plan designed with you for a return to work after an accident.

EMERGENCY MANAGEMENT

When a Civil Defence event happens, you may be required to assist with carrying out the Council's Civil Defence responsibilities after providing required support for your family and dependants. All HBRC staff are expected to undertake such Emergency Management functions as are determined appropriate to meet HBRC's role and function in this area. This means:

- Undertaking such a role as is allocated for emergency management requirements.
- Participating in such exercises as are required to maintain a state of preparedness in HBRC.
- Responding to such requests to assume an emergency management role as are required by events.
- Understanding the contents of the relevant section of the Business Continuance Plan (BCP) and its implications for your role.
- Where the requirements of the role require it, review the relevance of the BCP for your team, section or Group on a regular basis.

PERSON SPECIFICATION

Minimum Qualifications and Experience required

- Relevant Bachelor's degree, equivalent tertiary qualification, or relevant work experience (1-3+ years)
- Valid driver's licence required

Knowledge

The following indicates what would typically be expected for this role at a competent level:

- Competent in a range of Business Solutions applications such as Office 365, SQL database queries and constructs, Workflow Automation, Reporting Tools and GIS
- Experience with TechOne is an advantage.
- Ability to analyse, articulate and document customer requirements.
- Demonstrable, customer-centric support of business solutions on a day-to-day basis
- Working knowledge of business process mapping
- Acquires and applies software engineering knowledge and skills.
- An understanding of enterprise technologies such as Microsoft Azure and Office 365, AWS, Microsoft Server and PowerBI.
- Analyse existing audience and behaviours to build metrics for decision making
- Good written and verbal communication skills
- Strong time management skills, including managing and prioritising work

Advanced knowledge

The following indicates what would typically be expected for this role at a competent level:

- Proficiency in MS Word, Excel, Visio, Project, PowerPoint and other database and information management systems

- Data analysis skills
- Excellent problem solving and analytical skills for issue resolution, management
- Participate in engaging workshops

Personal Attributes
- Willingness to take on responsibility, be accountable and be decisive
- Approachable and courteous
- Empathy with users
- Innovative and positive
- Thrives on positive inter-personal relationships

Awareness
- Demonstrated awareness of Te Tiriti o Waitangi and including Te Reo Māori in relevant and practical ways in interaction and engagement to demonstrate respect and value of Tikanga Māori in appropriate settings.

CHANGES TO JOB DESCRIPTION

From time to time it may be necessary to consider changes in the job description in response to the changing nature of our work environment. Such changes, including technological requirements or statutory changes, may be initiated by the manager of this job with due consultation with the position holder. This job description should be reviewed as part of the preparation for performance planning for the annual performance cycle.

ACKNOWLEDGEMENT

I have read this job description and fully understand the requirements set forth therein. I understand that this is to be used as a guide and that I will be responsible for performing other duties as assigned. I further understand that this job description does not constitute an employment contract with Hawke's Bay Regional Council.

_____   _____

Employee Signature   Date

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Printed Name