

POSITION TITLE:	Business Intelligence & Automation Analyst		
GROUP:	Corporate Services	SECTION:	Information & Communication Technology
REPORTS TO:	Team Leader – Business Support		
RESPONSIBLE FOR:	n/a		
FAMILY:	TS4	GRADE:	15
DATE REVIEWED:	July 2024		

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 Business Intelligence Analyst will be the data and reporting expert for the NIWE Programme, working closely with business stakeholders to analyse complex data sets, develop meaningful dashboards and provide data insights and support the overall NIWE programme. The role will also contribute to the automation of processes, workflows and data using automation tools, working with different business units to improve productivity and efficiency.

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.

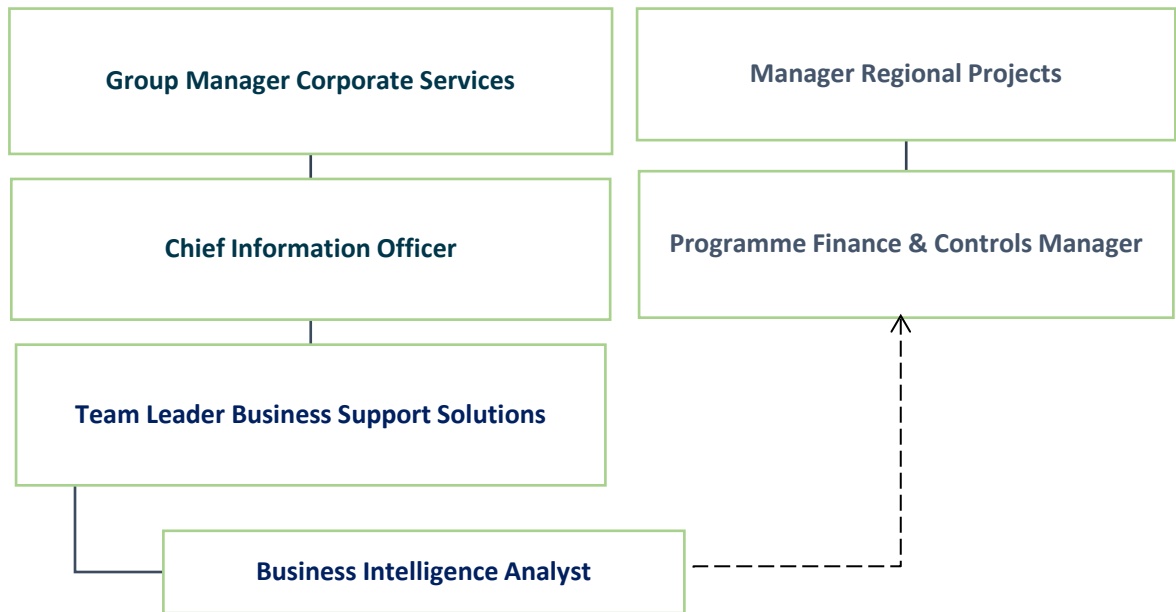
The team provides business as usual (BAU) application support for the complete lifecycle to HBRC business units and users. Including:

- 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



JOB SPECIFIC ACCOUNTABILITES

The key responsibilities of the Business Intelligence & Automation Analyst are to:

Data Analysis and Reporting

- Analyze large and complex data sets to identify trends, patterns, and insights.
- Develop and maintain dashboards and applications using TechOne and Power BI
- Work with technical Solutions team to optimize SQL queries to extract and manipulate data from Azure SQL Server.
- Collaborate with cross-functional teams to understand business needs and translate them into data solutions.
- Prepare and present analytical reports and visualizations.
- Ensure data integrity, accuracy, and consistency across all data analysis activities.
- Stay updated with the latest trends and best practices in data analytics and visualization.
- Provide constructive and meaningful input to the HBRC data strategy
- Data security knowledge and ensuring HBRC follows appropriate security procedures
- Write complex queries to retrieve data.
- Provide general support analysing, troubleshooting and resolving data related issues.
- Ensure data solutions are designed and implemented in line with architectural principles and security guidelines

Process Automation

- Enhance processes and forms through automation, using powerful process automation tools and ETL processes

Other Skills:

- Strong communication and interpersonal skills.
- An ability to distil and summarise and communicate complex and technical concepts in a way that is relevant for different stakeholders.
- Good documentation skills. An ability to document designs, decisions, and approaches in a clear and concise manner.

- An ability to read and understand and summarise documentation and determine impacts and design implications for HBRC to an appropriate audience.
- Planning and prioritisation. Ability to effectively plan and prioritise work, maintain work schedules and use work management tools such as JIRA and Confluence to keep work up to date and flowing through the work management process.
- Teamwork, Problem Solving and Collaboration. Work across teams to troubleshoot, provide recommendations and solutions to problems.

FUNCTIONAL RELATIONSHIPS

Internal

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

External

- Consultants and contractors
- Government agencies and departments
- Local authorities
- Technical and legal professionals
- Iwi and other community groups
- Members of our community

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.
- Comply with the COVID-19 Public Health Response (Vaccinations) Order 2021.

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 Continuity 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 or equivalent tertiary qualification.
- 3-5+ years' post qualification experience with a focus on data, reporting, UX and process/form automation.
- Experience working with TechOne would be beneficial
- Valid driver's licence required.

Knowledge

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

- Strong experience in Power BI and other visualisation tools
- Strong experience in Power Automate process automation
- A strong focus on UX
- Ability to analyse, articulate and document customer requirements
- Demonstrable, customer-centric support of business solutions on a day-to-day basis
- Strong working knowledge of business process mapping
- Strong working knowledge of SQL and SQL scripts
- Collaborative work practices to build strong working relationships.
- Problem solving
- A solid understanding of enterprise technologies such as Microsoft Azure and Office 365, AWS, Microsoft Server and PowerBI
- Knowledge and experience in data architecture and data design
- Good written and verbal communication skills
- Strong time management skills, including managing and prioritising work

- Working knowledge of Project Management, Change Management & Business Analysis methodologies and practices
- Able to conceptualise and abstract knowledge to create high-level relationship and process diagrams.
- Sound understanding of tikanga Māori and Māori values and an appreciation as to how they relate to Regional Council functions and plan and policy development.

Personal Attributes

- Proven ability to work independently using sound judgement and initiative; and collectively within a team environment.
- Willingness to take on responsibility, be accountable and be decisive.
- Demonstrated problem-solving skills with the ability to think laterally to make effective recommendations.
- Ability to explain IT concepts in business language.
- Ability to effectively gather multiple sources of information and apply technical and analytical skills to make effective decisions.
- Ability to clarify objectives, identify key issues, consider all perspectives and evaluate.
- Self-motivated with excellent planning and organisational skills; and the ability to prioritise tasks to meet deadlines and effectively manage changing priorities.
- A high level of accuracy and attention to detail.

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

Printed Name