



### **POSITION DESCRIPTION**

<b>TITLE OF POSITION:</b> Business Analyst	<b>SERVICE AREA:</b> University Relations Business Systems Group	
<b>REPORTS TO:</b> UR Business Systems Group Manager	<b>DATE:</b> October 2011	
<b>TENURE:</b> Permanent	<b>PROPORTION:</b> Full-time	<b>SALARY BAND:</b> D

#### **PURPOSE:**

To work with University Relations Business Systems customers to identify, analyse and facilitate improvements to business systems, processes and workflows. This will entail assisting customers to implement organisational and application system changes by reviewing current systems, processes and practices then recommending improvements that will result in more efficient business operations and increased overall performance.

The Business Analyst (BA) will assist in the provision of feasibility analysis, business requirements specification, and work closely with business analysts and system developers to produce functional specifications. They will also be required to contribute to the delivery of system developments by co-ordinating User Acceptance Testing (UAT) and the Quality Assurance Process (QA).

Additionally the BA will be expected to respond to ad-hoc customer enquiries regarding the University Relations Business Systems and provide guidance and assistance in the use of these systems.

#### **CLIENT BENEFIT STATEMENT:**

Effective performance will result in:

- Early identification of opportunities for improved business process and practice.
- Effective use of technology to solve business problems.
- Satisfied informed and well trained customers who are able to use the system to deliver effective and efficient business outcomes for the University.
- A close, effective and financially prudent working relationship with the system developers.
- A demonstrable degree of user confidence in the effectiveness and business knowledge of the department.

#### **RELATIONSHIPS AND LINKAGES - EXTERNAL:**

- Technical and Support Staff of relevant suppliers as appropriate.
- External customers of the University Relations Business Systems.

- Ministry of Education representatives as appropriate.

#### **RELATIONSHIPS AND LINKAGES - INTERNAL:**

- University Relations Staff.
- Faculty, School, and Programme Administrators.
- IT Services Staff.
- AUT Managers and Staff.
- Business Systems Support and Development Staff.
- ASD Development Management and Staff.

#### **KEY ACCOUNTABILITIES:**

- ⇒ Investigate and resolve business process/application related issues and configure changes for users.
- ⇒ In conjunction with both internal and external business analysts, perform business analysis, including work flow analysis and create business specification for customer projects.
- ⇒ Perform data and information analysis on complex systems.
- ⇒ Review projects to ensure expected outcomes are achieved.
- ⇒ Build an in-depth knowledge of how the Business Systems functions, develop and maintain documentation that accurately reflects that understanding.
- ⇒ Provide regular updates and feedback to customers on status of enquiries and projects.
- ⇒ Provide assistance and training to customers.
- ⇒ Develop self for current and future employment.
- ⇒ Ensure a healthy and safe work environment

#### **Key Tasks & Expected Results:**

- 1. Investigate and resolve business process/application related issues and configure changes for users.**
  - Liaise with co-workers to research problems and find solutions.
  - Provide clear and concise documentation of issues/defects to development staff.
  - Provide resolution to customers in a timely manner.
  - Check that software fixes conform to business requirements.
- 2. In conjunction with both internal and external business analysts, perform business analysis, including work flow analysis and create business specification for customer projects.**
  - Contribute to and support the business analysis team (internal and external).
  - Perform detailed business analysis in order to identify the most appropriate business solution.
  - Create clear, concise and accurate business specifications for system developments to enable functional specifications to be developed.
  - Build an in-depth knowledge of SMS Applications in order to provide efficient and effective customer service.
  - Work closely with SMS users and Application developers to determine best solutions for system developments.
- 3. Perform data and information analysis on complex systems.**
  - Analyse requirements for new reports and gain a clear understanding of report specifications.
  - Provide clear and concise requirements to report writers.
  - Analyse large amounts of complex data and translate into meaningful results.

- Present information in a consistent and clear style.
  - Provide reports to customer satisfaction.
- 4. Review projects to ensure expected outcomes are achieved.**
- Develop test plans to ensure testing is thorough and performed as if representing the customer and ensure that any issues identified during the testing are clearly communicated to the developers.
  - Ensure solutions meet business requirements as defined in functional specifications.
  - Propose improvements to processes that enhance customer satisfaction.
  - Investigate ways of improving the manner in which service and support is delivered through the use of new technology or business process.
  - Ensure any issues or problems are clearly and quickly communicated to the appropriate people.
  - Escalate issues with customers with customers to management and warn of potential conflicts in a timely manner.
- 5. Build an in-depth knowledge of how the SMS functions and maintain and develop accurate and comprehensive user documentation.**
- Develop, maintain and provide accurate and comprehensive documentation to users in the appropriate use of the SMS to the set standards.
  - Provide and document information regarding the need for standards to be observed and followed to maximise reliability and usability of software.
  - Document and communicate all changes, implementations and support issues to the appropriate users.
- 6. Provide regular updates and feedback to customers on status of enquiries and projects.**
- Ensure all updates to customers are regular, timely, clear, concise and business focused.
  - Communicate with colleagues to provide accurate feedback to customers.
- 7. Provide assistance and training to customers.**
- Train users on how to use the Business Systems and business processes where appropriate so that they are able to use the system effectively.
  - Provide assistance to build the knowledge of users to enable them to make effective use of the system.
  - Liaise with ASD, IT and users with regard to systems and business issues, keeping them well informed promptly of problems or ongoing issues.
  - Establish and use feedback to ensure that assistance and training meet customer requirements and expectations.
- 8. Develop self for current and future employment.**
- Knowledge and skills are developed and maintained for competent performance of current position.
  - An Individual Development Plan is agreed and implemented.
- 9. Ensure a healthy and safe work environment.**
- Understand health & safety responsibility according to health & safety legislation.
  - Understand emergency and evacuation procedures.
  - Participate in annual health and safety audit of work.
  - Identify and report hazards, consistent with AUT policy and procedures.

**This document covers the broad results expected from the position and will form the basis of specific objectives to be agreed and reviewed on a regular basis.**

**JOB COMPLEXITY:**

**The holder of this position will be expected to:**

- Follow established guidelines and procedures to complete the range of duties required with minimal supervision.
- Use a range of technical skills as required.
- Observe acceptable standards with good project and time management disciplines.
- Establish and maintain effective relationships with key suppliers and external clients as well as internal AUT Faculties and Directorates.
- Use common sense and initiative when dealing with all situations; however any significant decision-making should be referred to management.
- Be able to plan and schedule work priorities to meet or exceed customer expectations.
- Be able to be flexible with hours of work when required.
- Work co-operatively as part of the University Relations Business Systems Team. This requires a high degree of flexibility and the ability to work alongside others to achieve team goals.

**AUTHORITIES:**

**Financial:**

Nil

**Staff:**

There are no staff reporting to this role however there may be operational management responsibilities from time to time.

**Operational:**

Nil

## **PERSON SPECIFICATION**

### **FORMAL QUALIFICATIONS:**

A tertiary qualification in some related discipline or proven experience in a similar position for a software development organisation or tertiary institution would be an advantage but not a requirement.

### **KNOWLEDGE:**

- Excellent knowledge and understanding of the tertiary education sector is a requirement.
- Directly related practical experience preferably in a tertiary institution with an understanding of the student lifecycle and programme administration.
- Excellent working knowledge of Microsoft Office and related software.
- Relational database knowledge.
- Multidimensional data store knowledge.
- Understanding of the Software Development Lifecycle.
- Ability to document and follow policies and procedures.
- Business awareness and understanding of business risk.

### **SKILLS:**

- Basic scripting language.
- Understanding of Microsoft SharePoint, Reporting Services (SSRS), SQL and T-SQL.
- Demonstrable high level of analytical skills.
- Excellent understanding of business process within a University environment is required
- Excellent verbal and written communication skills – to clearly and concisely document for and speak to parties that this role interacts with.
- Ability to communicate technical topics in a business manner using both written and verbal communication skills.
- Excellent trouble-shooting skills.
- Time management skills.
- Demonstrate a high degree of professionalism and the ability to deal effectively with people at all levels, internally and externally.
- Proven ability to learn and develop excellent understanding of new technologies and concepts.

### **ATTRIBUTES:**

- Customer focused.
- Methodical and meticulous.
- Patient and persistent.
- Well organised with an attention to detail.
- Analytical and inquisitive.
- Tenacity.
- High level of maturity and confidence working with management, staff and clients.
- Self –starter.
- Good humoured approach to problem situations.
- Deadline orientated.
- Works well under pressure.
- Effectively relate to both technical and non-technical staff.