

Position Description: Systems Analyst (UBW)

Kaiwhakahaere Manager	Head of Data & Infrastructure
Te Wāhi Noho Location	Wellington
Te Rā Date	October 2024
Whakapānga Tuatahi Direct reports	0
Ngā Hononga Mahi Working relationships	Internal: BCITO employees nationally External: Stakeholders, Vendors

He mōhiotanga mō BCITO | Introduction to BCITO

Nau mai, haere mai, whakatau mai

BCITO is a business unit within Te Pūkenga (New Zealand Institute of Skills and Technology).

Te Pūkenga supports a world-class vocational and on-the-job learning system for Aotearoa New Zealand that brings together the strengths of in-work, online and on-campus learning. It is responsible for ensuring equity and excellence in vocational education. Its key priorities are improving outcomes for Māori and Māori communities in collaboration with Māori and iwi partners and stakeholders; improving the consistency of vocational education and training; meeting the needs of the regions of New Zealand and their learners, industries, employers, and communities; ensuring that every learner receives what they need to be successful and improving vocational education outcomes.

As New Zealand's largest provider of building and construction trade apprenticeships, BCITO is committed to the development and training of people joining and working in the building and construction sector. The collaborative and positive working relationships that we have with the 16 industries that we represent are central to our success. We continually look to improve our service to the industries, so their needs are effectively met.



Vision and Values

We are a group of passionate people, with our 'essence' encompassed by our Vision and Values.

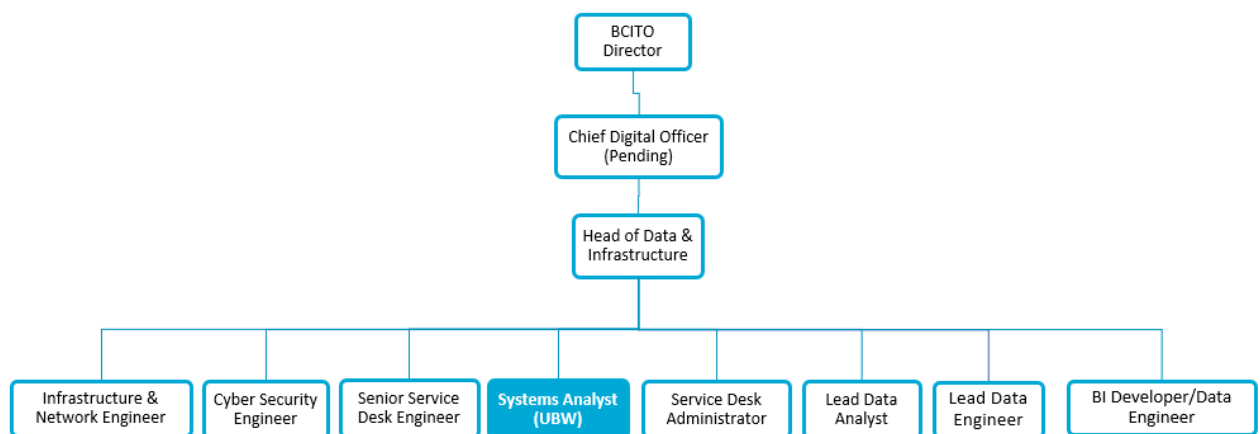
We recognise that the success of BCITO is linked to the performance, capability, and well-being of our people. We offer our people competitive remuneration, great career training and development opportunities, excellent employee-support benefits, and flexible working conditions.

Te Kaupapa | Purpose

BCITO is introducing a range of new digital systems while also replacing and maintaining its legacy systems.

The Systems Analyst has a key role within the organisation, specifically in the analysis, design, delivery and testing of the organisation's digital systems. As a key interface between business and delivery teams, this presents a unique opportunity for the right person to play a key role in ensuring the effective planning, monitoring, and control of various systems in the organisation and tasks to ensure the successful delivery of projects and a continuous improvement process.

Te Tū Whakahaere | Reporting structure



Ngā Whāinga Matua | Key responsibilities

The Systems Analyst will work as part of a collaborative high performing team dedicated to ensuring that we are maximising efficiency and capitalising on the full features and benefits of systems based on the various user group needs. We are seeking someone with excellent technical and communication skills who can interface directly with internal stakeholders to understand their needs to analyse, administer and enhance the systems accordingly.

Systems Analyst

- Create and manage changes to systems to increase benefits and usability.
- Create and maintain fields, views, reports, dashboards, campaigns and other system objects and functions.
- Manage ongoing support, resolving user queries, customisation/configuration and troubleshooting of relevant systems and environments.
- Install, configure, maintain and upgrade system services and tools.
- Create new reporting capabilities and respond to ad hoc reporting requests as needed.
- Assist with migrating older systems/processes into new systems where appropriate.
- Import data as appropriate and create and maintain service applications such as Metadata.
- Monitor and improve data quality.
- Create, configure and maintain dashboards, content databases, document libraries, enterprise lists, workflows and site collections.
- Grant/remove and maintain user licenses.
- Maintain security, including sharing rules and security levels.

- Design, create and maintain user accounts, permissions, access rights, profiles and hierarchies.
- Monitor application storage usage and archive data as needed.
- Use the native functionality before considering custom solutions, coding or Third-Party tools.
- Provide training, support and materials to business users.
- Generate website statistics and reports as needed for applicable systems.
- Timely and accurate resolution of incidents within agreed timeframes.

Innovation

- Drive the ongoing review and improvement of systems.
- Analyse and assess existing business systems and procedures.
- Develop and maintain application roadmaps.
- Assist in the definition, development, and documentation of business requirements, objectives, deliverables, and specifications on a project-by-project basis in collaboration with users, stakeholders, and other customers.
- Conduct research on emerging system application development and Third-Party software products, new trends and tools and standards to ensure best practices.
- Liaise with vendors for efficient implementation of new software products, tools, and systems as well as resolution of any adaptation issues.

Customer Service and Training

- Understand the importance of maintaining good customer relations with BCITO employees, who are your key customers.
- Represent BCITO in a professional manner and communicate appropriately to internal and external customers at all times.
- Respond professionally to all customers' queries and problems as quickly as possible.
- Provide support that meets customers' expectations, is delivered at a consistently high level and s to improve customer experience.
- Communicate with Project Managers, Business Analysts, Technical Leads, Vendors and other appropriate team members to ensure an in-depth understanding of business requirements.
- Be the point of contact between the business and vendor teams for all system analyst and administration activities.
- Build and maintain effective working relationships with teams, customers and vendors.
- Provide training as and when required to enable self-service.
- Be available to travel as requested.

Change Management

- Provide user assistance, training, encourage adoption and maintain satisfaction.
- Identify, define and manage risks and implement mitigating actions.
- Expand use of relevant systems – attend planning meetings and assist with determining if/how systems can be used in new ways.
- Communicate regularly with users regarding new features, enhancements and changes to systems.
- Communicate system changes to the users in advance so they understand the change and how to use it prior to implementation.
- Monitor usage and mentor users/groups needing assistance and proactively gather feedback from users.
- Continually seek ways enhance end-user experience.

- Be the organisational SME on relevant systems.
- Manage system changes with minimal interruption to the user.

Documentation and Procedures

- Develop and maintain documentation.
- Use the designated helpdesk system to provide support.
- Log and track support calls in the designated helpdesk system. Prioritise and escalate jobs as required to ensure customer satisfaction.
- Ensure any changes or additions to BCITO's Digital policies and procedures are documented and distributed to relevant customers, thereby ensuring documentation is accurate and up to date.

Projects

- Work with teams and any other business units to manage and meet project timelines and deadlines to ensure deliverables are on time and within budget.
- Produce clear technical documentation and knowledgebase articles to share with the team.
- Make yourself available for scheduled "out of hours" work as required.
- Support and maintain direct contact with external vendors and support organisations to a high level.

General

- Be flexible and responsive to the changing needs of the organisation, seeking improvements to ensure effective and efficient service delivery.
- Provide cover where required and able, for other team members.
- Keep up to date on new technologies and methodologies.
- Complete all training initiatives to a high standard.
- Listen and follow through on additional requests by management to their satisfaction.

Note: The above responsibilities are not exclusive. The employee may be asked to perform other reasonable duties and responsibilities at management's discretion.

Health & Safety and Company Information

Always carry out the requirements of the position safely while supporting the organisation's environment, of promotion and adherence to Health & Safety policies and procedures by all employees.

Mōu | Person Specifications

Knowledge, skills and experience

Essential

- Experience in an IT/Systems Analyst or equivalent role, delivering successful projects and proven experience delivering successful business change.
- Strong ICT technical analysis and familiarity across various testing domains with a logical and systematic approach to problem-solving.
- Strong reporting background using standard reporting tools relevant to the system.
- Sound vendor engagement skills.
- Strong negotiation, facilitation and organisational skills.
- Positive experience in the development of strong stakeholder relationships.
- Understanding and experience with customer-focused service and engagement.

Desirable

- Relevant Systems Analyst certifications/qualifications.
- Experience with financial solutions. Unit4 ERP an advantage.
- An understanding of ICT software development life cycles, support processes, and project methodologies. Sound knowledge of financial processes and procedures from a systems POV.
- Some knowledge of Integration and Salesforce (CRM) would be useful.
- Experience in establishing and executing system analytics across programmes/ organisations.
- Previous re-engineering experience updating an existing system configuration to provide solutions for reporting, workflows and enhanced functions.
- Experience working in Education, Building & Construction or Industry Training Organisations.

General

- Ability to work autonomously with a high level of responsibility in a complex and rapidly evolving environment.
- Excellent problem-solving and critical-thinking skills.
- Ability to think analytically and strategically.
- Ability to influence, motivate and mobilise team and organisation partners.
- Ability to exercise agility in employing relevant approaches to fit differing project environments.
- Strong communication skills, both written and oral and presentation skills, particularly to non-technical audiences.
- Outstanding organisational capability and strong planning skills.
- Sound business acumen and an understanding of the appropriate utilisation of Digital Solutions in facilitating business objectives.
- Attention to detail.
- Great enthusiasm and high energy to build and drive strong, lasting relationships
- Excellent collaboration, teamwork skills and the ability to get along with a wide range of people.
- A can-do, proactive attitude with a demonstrated ability to foster this in others.
- The ability to prioritise and deliver on tight timeframes, with the flexibility to meet competing priorities.
- Experience in providing excellent customer service in supporting both internal and external customers.

Signed by Training Advisor

Signed by Director

Date:

Date:
