

Position Description - Business Analyst

Business Analyst - July 2017

Reporting To:

Primary Report: Solutions Managers

Secondary Reports: Senior Project Managers

Liaise with:

Projects: Technical Leads, Solutions Architects, Developers,
Senior Project Managers, Account Managers

Marketing: Directors

Product Support: Directors, Operations Manager, Account Managers

The job

The Business Analyst role at GBS is a multi-faceted generalist type role that covers several areas.

Main purpose

- To assist with the design, development, testing and implementation of GBS projects
- To provide Business Analyst (BA) skills and services

- Other general GBS consultancy including requirements gathering, on-site consultancy, GIS analyst support work as required
- Assist with Project management
- Contribution to and participation in implementing or improving new processes
- Providing support on GBS products, solutions and other implementations
- Providing technical support to GBS marketing efforts.

Principle accountabilities

- Requirements gathering for projects and programs of work
- Production of agreed detailed functional specifications for development and test teams to use
- Write and assist with proposals
- Produce test plans, test scripts and manage the testing process
- To assist with solution design as required
- Costs estimation
- Defect Management
- General GIS analyst (maps, data, Webmaps) outputs
- Produce and assist with GBS demonstration tools for marketing purposes
- Assist with building case studies
- Assist with product management and client management
- Provide direct line (1st Tier) support where required or requested, including support for existing and any new products.

Key performance indicators

- Achieve minimum of 65% chargeable time
- Complete projects on time
- Work to a high standard at all times
- Accurately track and record all time into the GBS time tracking system (LogIt)
- Accuracy in documentation and attention to detail
- Comply with project management and reporting requirements as necessary
- Defect free project delivery
- Ability to pay attention to detail but also to see the bigger picture with respect to client requirements

- Ensure development tasks are kept within project scope
- Appropriate Esri certification as required or as directed by senior staff / directors

The Environment

- Professional and social office environment (Mt Wellington, Auckland)
- Innovative company
- Part of an existing team of GIS professionals.

Professional Attributes

- An understanding of industry standard best practice in GIS business analysis and design with a view to developing these skills into the future
- Ability to engage with our clients and GBS staff at multiple levels
- Ability to understand business needs, interpret ideas and present solutions
- Effective time management, planning and organisational skills
- Excellent written and verbal communication skills
- Experience with the following:
 - Esri Server / Desktop / Web including ArcGIS Online and Portal for ArcGIS
 - Experience with other Esri applications is desirable (Collector, Survey 123, Operations Dashboard etc)
 - MS Office
 - Project Management Software (OnTime – will be taught if necessary).

Relevant experience

Necessary

- At least 2 years' commercial experience as a GIS BA
- At least 2 years' experience in the GIS industry overall

- Understanding of the software development life cycle including Waterfall and Agile methodologies with a view to developing these skills into the future cycle.
- Strong communications, analytical and management skills and be able to liaise seamlessly between business and technical contributors internally and externally
- Knowledge of the Esri platform

Highly Desirable

- Knowledge of formal project delivery methodologies with a view to developing these skills into the future

Personal Attributes

Competencies

- Ability to plan work and tasks effectively
- Ability to develop and manage the financial aspects of projects
- Experience working in a team environment
- Ability to take on a Project Management role as required
- Exceptional interpersonal and communication skills
- Confidence to present and host workshops internally and for our customers
- Excellent problem solving skills – with the ability to adapt in a fast-moving industry
- A team player with the ability to act independently and autonomously
- Ability to work calmly and effectively under pressure whilst still producing quality work

Entrepreneurial qualities

- Enthusiasm
- Motivated
- Self-starter
- Fast learner

Communications skills

Written and Verbal skills

- Listening skills
- Advocacy skills
- Ability to communicate effectively with clients and co-workers.

Self-management skills

- Manage a heavy operational workload in an organised manner and be aware of other team members' workloads and provide assistance where necessary
- Attention to detail
- Deliver on key performance indicators
- Ensure excellent documentation and attention to process
- Self-management in time and promote this skill and others
- Ability to apply systems and follow processes

Character attributes

- Honesty and integrity in dealing with others
- Proactive and energetic
- Results focused
- Able to develop, implement and maintain effective relationships
- Ability to focus on the needs of the customer/organisation/etc
- Ability to work to a high standard as GBS requires
- Social