

Position Description - Senior Business Analyst

Senior Business Analyst - July 2018

Reporting To:

Primary Report: Account Manager(s), Solutions Manager(s)

Secondary Reports: Technology Manager, Clients' Primary Contacts

Liaise with:

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

Marketing: Directors

Product Support: Directors, Solutions Managers, Account Managers

The job

The Senior Business Analyst (BA) role at GBS is a senior and multi-faceted role that covers several areas.

Main purpose

- To assist with and / or lead the design, development, testing and implementation of GBS projects and solutions
- To provide BA skills and services, requirements gathering, workshops and scoping

- To manage programmes of work and projects
- To liaise with the clients to achieve the best outcomes
- GBS consultancy including, on-site consultancy and GIS analyst support work as required
- Contribution to and participation in implementing or improving new processes
- Providing support on GBS products, solutions and other implementations where appropriate or applicable.
- Providing technical support to GBS marketing efforts as required.

Principle accountabilities

- Requirements gathering for projects and programmes of work including cost estimation (in conjunction with technical resources)
- Production of agreed detailed functional specifications for development and test teams to use
- Write and assist with proposals for new clients and projects (in conjunction with Solution Managers, senior technical resources and Account Managers)
- To work with clients, Solution Managers, Solution Architects and Senior Developers to facilitate solution design as required
- Project management (in both waterfall and agile projects) including managing the software development lifecycle, risk and decision registers, budgets, tasking staff and client expectations in accordance with GBS project management processes
- Production of test plans, test scripts and manage the testing process including defect management
- Assist with product management and client management
- Produce and assist with GBS demonstration tools for marketing purposes
- Assist with building case studies
- Provide 1st Tier support where required or requested, including support for existing and any new products.

Key performance indicators

- Achieve minimum of 65% chargeable time – with over 95% chargeable time if on site
- Complete projects on time, to budget and to scope
- 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
- Delivery of projects that are as much as possible, defect-free or meets the clients' acceptance criteria
- Ability to pay attention to detail but also to see the bigger picture with respect to client requirements and the wider strategic imperatives that may impact on GBS
- Ensure development tasks are kept within project scope
- Appropriate Esri certification as required or as specified by senior staff / directors

The Environment

- Professional and social office environment (Mt Wellington, Auckland)
 - Ideally this role is to be based in our Auckland office but for the right applicant we would consider alternatives
 - Working on-site either part-time or on a contract basis will be a requirement
- Innovative company
- Part of an existing team (19 and growing) of GIS professionals.

Professional Attributes

- An understanding of industry standard best practice in Business Analysis (GIS BA is desirable but not critical) 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 GIS software is desirable but not critical:
 - 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 and Communication Software e.g. OnTime, Trello, Jira,

Relevant experience

Necessary

- At least 5 years' commercial experience as a BA or GIS BA
- At least 7 years' experience in the GIS or I.T. industry overall
- Understanding of the software development life cycle including Waterfall and Agile methodologies with a view to developing these skills into the future
- Strong communications, analytical and management skills and be able to liaise seamlessly between business and technical contributors internally and externally.

Highly Desirable

- Knowledge of (and qualifications in) formal project delivery methodologies with a view to developing these skills into the future
- Experience managing, leading and inspiring a team of software engineers
- Solution management experience
- Knowledge of the Esri Platform.

Personal Attributes

Competencies

- Can demonstrate an 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

- Can demonstrate excellent problem-solving skills – with the ability to adapt in a fast-moving industry
- A team player with the ability to work independently and autonomously
- Ability to work calmly and effectively under pressure whilst still producing quality work
- Ability to work effectively with clients to deliver value and results, where clients may challenge our methods, designs, communications and outputs.

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
- A self-starter and problem solver
- Able to develop, implement and maintain effective relationships and lead teams
- Ability to focus on the needs of the customer/organisation/etc
- Ability to work to a high standard as GBS requires
- Able to interact socially.