

Business Analyst Practice Lead ICT Group

Purpose:

The Information and Communication Technology Group (ICT), provides a wide range of ICT planning, implementation, operation and support services as a shared service to the KiwiRail Group.

As the Lead Business Analyst (BA), you will work in cross-functional teams to solve business problems, deliver digital experiences that delight our customers, and result in the desired business outcomes that drive digital value.

You will consult with stakeholders and end users to elicit information, analyse problems and opportunities.

You will accurately define and concisely document business and design decisions for use in projects/work streams.

By working closely with stakeholders, the wider Digital team, fellow analysts, developers and testers, you will ensure that solutions meet customer requirements, business decisions and UX guidelines.

Lead and manage enhancements/changes that deliver immediate value to our external and internal customers.

As a successful BA Lead you will develop a sustainable BA practice, creating a professional development and succession plan, focusing on increasing communications, creativity, innovation, facilitation, and team leadership within this practice and into the ICT team

Product Analysis

- Work with stakeholders to develop a common understanding of the business/customer problem or opportunity to determine and define the user experience (UX) requirements.
- Research, analyse and map business processes in order to understand and recommend changes to maximise efficiency and effectiveness.
- Work closely with web usability and visual design functions to research and understand end user behaviour and requirements.
- Use design and UX guidelines to create screen wireframes that support understanding of interactions and requirements.
- Maintain effective and timely communication through consultation and liaison with stakeholders.
- Facilitate an understanding of the costs and benefits associated with different approaches.
- Work with the usability and visual design functions to design interactions that meet customer needs.

- Accurately define and document UX requirements to maximise stakeholder understanding.
- Support the Application Managers leadership by contributing to project business cases
- Engage and consult with the appropriate technical and business people to determine a solution that meets the customer and business needs.
- Work in partnership with architects, developers, testers and other Technology partners to ensure outcomes are consistent with UX requirements.
- Work as an intermediary to ensure the delivered solution meet customer and business needs and result in increased efficiency.
- Ensure consistency in the customer user experience, across the digital landscape
- Provide support and guidance to the preparation of test documentation to ensure we perform the right level of testing.
- Work collaboratively with Technology teams during the Design and Execute phase of projects to ensure business requirements align with the user experience requirements.

Manage BA

- Manage the Business Analysts to groom the Applications and Projects backlogs in order to load stories and story points into future planned Sprints. You Ensure that the skillsets and practices utilized are 'good practice' and common throughout ICT and are in line with Kiwirail standards.

Health and Safety is an important part of how KiwiRail operates. You will be a safety leader and will be expected to "walk the safety talk"

Dimensions:

Reports to:	GM ICT Delivery Manager
Responsible for:	Business Analyst
Location:	Wellington or Auckland
Budget:	TBC
Internal Contacts:	Business Product Owners PMO and Project Manager Application Services Managers Other Kiwirail staff
External Contacts:	Outsource partners Third party vendors

Key Accountabilities

Product Analysis
<ul style="list-style-type: none">• Pairs with the Product Owners and to define stories<ul style="list-style-type: none">◦ Works with the Product Owner to break epics/features down into stories◦ Helps define acceptance criteria◦ Identifies ways to slice large pieces of work into smaller deliverables• Works within and across Application service teams and Scrum Teams<ul style="list-style-type: none">◦ Identifies issues and works with the team to solve them◦ Tests the solutions that the team provides and verify that features work as expected• Is the subject matter expert of the product<ul style="list-style-type: none">◦ Has a deep understanding and knowledge of the product◦ Can anticipate positive and negative impacts of the proposed work to other areas of the organisation• Applies analytical skills and industry best practices to understand business problems<ul style="list-style-type: none">◦ Elicits requirements◦ Identifies system dependencies, impacts and edge cases◦ Gathers information that assist decision markers in making decisions• Presents solutions to problems, and can articulate the pros and cons of each proposed solution<ul style="list-style-type: none">◦ Write and maintain product documentation◦ Creates the functional user specification documentation that the scrum team works from• Manages Stakeholders<ul style="list-style-type: none">◦ Manages stakeholder expectations for delivery of BA tasks◦ Elicits requirements from stakeholders◦ Communicates clearly to stakeholders and builds up solid working relationships with the product stakeholders
Lead Business Analysts
<ul style="list-style-type: none">• Manage the day to day activities of the Business Analysts, the quality and standardization of all BA outcomes across all Application delivery.• Manage the grooming of all tickets to their respective sprints awaiting sprint activity
Continuous Improvement
<ul style="list-style-type: none">▪ Create, foster and maintain business networks and keep abreast of research and emerging opportunities to bring innovative thinking into KiwiRail.▪ Lead the consideration and deployment of new technologies and ideas to ensure that new solutions and services are proven and are adhering to industry best practices.▪ Drive continual improvement and contribute to a culture of continuous improvement within ICT, by applying lessons learned and innovative ways of working.

- Identify and recommend opportunities for process and systems improvement and work with the team and relevant parties to develop and execute improvements.
- Contribute to strategy & development of roadmaps, plan & budget for next financial year.
- Look for opportunity to improve service delivery, reduce capital and opex costs.
- Ensure security is top of mind. Deal with security breaches, compliance to policies, standards and frameworks.

Zero Harm

- Responsible for complying with all rail safety system standards, procedures and statutory requirements within your area of responsibility
- Responsible for your own safety and that of other rail employees, contractors and visitors within your work environment
- Responsible for the identification, reporting and initial control of any safety or environmental hazard identified within your area to your immediate manager
- Adhere to Kiwirail's health and safety requirements and take responsible for maintaining a proactive approach regarding both personal wellbeing as well as that of fellow employees, associated client personnel, sub-contractors and members of the public.
- Report all accidents and incidents to your immediate supervisor within one hour.

Leadership

- Lead the operational, capability and cultural shift towards customer experience, employee engagement and commercial returns.
- Lead and embed strong leadership within own team that drives increased diversity, engagement, capability and performance.
- Actively leads and facilitates new and different ways of working across teams, encouraging bottom-up engagement and collaboration and creating environments that promote different thinking and ideas.
- Champion and lead a culture that is customer-centric and supports growth and delivery, innovation and continuous improvement.
- Lead the Business Analyst team to set objectives and provide support, feedback and development to enable team members to perform to their maximum potential.

Person Profile

Essential:	Desirable:
<ul style="list-style-type: none">• 10 years or more experience as a Business Analyst• A proven record of working on complex software products, through to production• A proven record of working with large enterprises.• Microsoft Office Suite – Intermediate level knowledge• Experienced level knowledge - Business Intelligence/reporting tools including SQL Analysis Services and SSIS• A strong analytical skillset and a deep knowledge of the SDLC process• Able to perform critical thinking in the area of data analysis• Strong prioritisation, time management and organisational skills• Able to assimilate complex information quickly and accurately• A solid understanding of Scrum and can excel in agile environments• Excellent communication (written and verbal) and collaboration skills	

Education:

Essential:	Desirable:
<ul style="list-style-type: none">• Tertiary Level Qualification in Business Management, Information Systems, Computer Science or similar• Business Analysis qualification/certification	<ul style="list-style-type: none">• IIBA certification:<ul style="list-style-type: none">○ AAC or○ CBAP or equivalent