

## Position Description

**Position Title**

Business Systems Analyst

**Group**

Human Resources Division

**Location**

Wellington

**Reports to**

Manager HR Systems and Reporting

**Last Review Date**

January 2018

---

**About the Ministry**

The Ministry of Foreign Affairs and Trade (the Ministry) acts in the world to make New Zealanders safer and more prosperous. We do this by building connections with and influencing other countries to advance New Zealand's interests and project New Zealand values. We provide advice to the Government on the implications for New Zealand of what is happening in the world.

Our work contributes to New Zealanders' wellbeing in the following ways:

- **Kaitiakitanga:** Generations of New Zealanders benefit from sustainable solutions to global and regional challenges;
- **Prosperity:** New Zealanders have better job opportunities and incomes from trade, investment and other international connections;
- **Security:** New Zealanders are able to live, do business, travel and communicate more safely at home and offshore;
- **Influence:** New Zealanders have confidence their country can influence others on issues that matter for them now and in the future.

Our values are:

**Impact**

- We achieve for New Zealand, every day, everywhere

**Kotahitanga**

- We draw strength from our diversity

**Courage**

- We do the right thing

**Manaakitanga**

- We honour and respect others

---

## **Diversity and Inclusion**

We aspire to be a workplace that values and utilises diverse and inclusive thinking, people and behaviours. This means that our staff reflect the diversity of New Zealand and the countries we work in, and that the contributions of staff with diverse backgrounds, experiences, skills and perspectives are valued and respected.

The Ministry supports a range of flexible work options as the default setting for all positions.

---

## **About the Group**

The role of Human Resources (HR) is to ensure that the Ministry has the people and culture to deliver on the Government's priorities. HR provides high-level strategic and operational advice and support to the Chief Executive Officer and Senior Leadership Team to ensure that effective HR strategies are developed and integrated into all business strategies and plans. This will help to build a high performing Ministry.

HR is also responsible for the design and delivery of a range of Ministry-wide HR policies, operational HR processes and systems aimed at ensuring that managers have access to the best possible advice, support and systems to motivate, develop, and manage their people.

The HR function recently transitioned to a Ministry HR Operating Model to ensure that HR services within the Ministry are delivered efficiently and within a cost effective framework that meets the current and future needs of the Ministry.

## **About the Position**

This role ensures that the Ministry's Human Resource Information System (HRIS) provides optimal support for the organisation by supporting, developing, and enhancing all aspects of the organisation's use of the HRIS.

The support includes end-to-end system management and enhancement, management of the HRIS test lab and production environments, management of the relationship and contracts with external service providers, ensuring the availability of accurate, timely HRIS information that meet the Ministry's requirements, and playing a key role in system and business process changes, improvements, and administration.

## **Relationships**

The position is required to build and maintain the following relationships:

Internal (within MFAT)

- Manager HR Organisational Capabilities and their team
- HR Division team members
- Other Ministry information and business analysts.

External (outside MFAT)

- External service providers
- Technical support staff.

## **Key Accountabilities**

The following key accountabilities of this role assist in delivering the Ministry's vision and mission:

Support and Training to HRIS Users

- Ensure user queries are addressed promptly.
- Co-ordinate user training as required.

- Provide accurate systems documentation, fully available and up-to-date.

#### Administration Services for the HRIS Application

- Maintain HRIS configuration and cross-reference tables.
- Manage the HRIS audit process by ensuring required audit standards and quality.
- Manage user security profiles.
- Manage the data archiving process.
- Administer the PSE Database and webserver applications and tools as needed

#### Analyse and Resolve Application and Data Related Issues

- Manage Help Desk calls.
- Resolve issues from users.
- Perform data integrity checks ensuring high standards.

#### Availability of HRIS Information

- Ensure availability of accurate, timely HRIS information that meets the Ministry's requirements.
- Undertake development of reports using the report writer or any of the other reporting tools associated with the system – some reports may have a high level of complexity.
- Develop and maintain database documentation.
- Undertake complex data extractions.
- Promote independent use of reports and workbooks.

#### Business Process Changes and Improvements

- Promote process and system improvements.
- Manage approved business process changes.
- Measure and manage targets for some vendor contracts.
- Manage approved application changes such as configuration, database, screen or catalogue changes.

#### Testing and System Upgrades

- Manage the production and test lab environments.
- Install and test application and system upgrades.
- Test the system when the operating system is being upgraded.

#### HRIS Data Security

- Maintain and manage application change control procedures.
- Ensure that adequate back-ups occur.
- Monitor application performance.
- Maintain and manage Disaster Recovery (DR) capability.
- Establish a strong working relationship with all HR staff including the HR Business Partners to ensure integrated design and delivery.
- Develop and maintain excellent professional relationships and networks both internal and externally to the Ministry.
- Participate constructively and openly and work collaboratively with colleagues.
- Work effectively on areas of common interest and benefit.

#### Organisational Responsibilities

- Understand the Ministry's strategic priorities and high-level outcomes framework and how this role contributes to the framework.
- Understand and apply the strategic context in which the Ministry operates, including priorities and perspectives of the Ministers, partner agencies, and external stakeholders.
- Understand tikanga and Treaty of Waitangi principles and have sufficient appreciation of Te Reo Māori to be able to apply the Ministry Māori dimension, underpinned by Ministry values, in a way that is relevant to the context of our business.
- All other duties as requested by the employer.

- Knowledge Management

- Contribute to the continuous development of the Ministry's knowledge base by using the Ministry's internal systems, sharing information and data with relevant internal

stakeholders, including contributing to/presenting at internal learning and development opportunities.

#### Health and Safety

- The Ministry is committed to providing a safe and healthy working environment for all staff, including contractors and other workers, both on and offshore.

You are responsible for:

- taking reasonable care of your own and other's health and safety and being mindful of the effect of your actions (or lack of action) on the health and safety of others
- complying with reasonable Ministry instructions to ensure the Ministry is able to comply with the Health and Safety at Work Act 2015
- cooperating with health and safety policies and procedures
- identifying and reporting hazards, injuries, illness and incidents (including near misses) that arise from your work or in the workplace
- identifying and eliminating or mitigating health and safety risks so far as reasonably practicable and consulting with others in doing so
- raising health and safety matters with your manager or health and safety representative (or contact as appropriate)
- ensuring that all health and safety incidents, injuries, near misses are immediately reported through the HR Kiosk
- ensuring that significant hazards and risks or critical incidents are drawn to the immediate attention of your Manager.

#### **Qualifications, Skills, Knowledge, and Experience**

You must have the following qualifications, skills, and experience:

- A systems/process-based or business-related tertiary qualification is preferred.
- Experience in business analysis and business process documentation.
- HRIS technical and user support experience including payroll.
- Experience in providing user training.
- Exposure to analysis and resolution of data and application related problems.
- Experience of implementation and upgrade tasks.
- Payroll and or experience supporting a Payroll System desirable.
- Vendor contract management experience desirable.
- Understanding of HR and Payroll processes and relevant legislation.
- Understanding of computer applications from a user, structural and database perspective.
- Knowledge of tools required for data analysis and problem resolution, particularly SQL.
- Some exposure to SQL (preferably MS SQL Server).
- The ability to develop scripts to update the database and safely apply changes to the database.
- The ability to write and maintain reports, preferably using SQL Reporting Services.
- Ability to communicate successfully with technical and non-technical staff and contacts.
- Ability to work autonomously and independently, while fostering a team environment.
- Work well and collegially within each HR team and across the HR Division, involving other HR teams appropriately when designing systems/processes
- Advanced proficiency in MS Excel and Word.
- Using project management methodologies and approaches as a normal/daily part of work.

- Strong influencing skills.
- Strong organisation skills.
- The ability to thrive within challenging environments, embracing change.
- Sound understanding of tikanga and Treaty of Waitangi principles.

You must also:

- Hold New Zealand citizenship; and
- Be able to obtain and maintain an appropriate New Zealand Government Security clearance.