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| TEAM | Information Services Group (ISG) |
| POSITION TITLE | Business Systems Analyst |
| REPORTS TO | Team Leader – ISG Capabilities Team |

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| OUR TEAM ACCOUNTABILITY | As a member of ISG, this role has shared accountability for:* **Engaging** with all stakeholders in the health sector to build trust, common understanding and ownership of ICT systems.
* **Displaying** an understanding of, and alignment to, ISG’s purpose, vision, values and strategy.
* **Developing** and communicating prioritised work plans that align with the Canterbury Health System Strategy.
* **Growing** your ISG team capabilities to deliver quality IT services.
* **Knowing** you andyour teams’ roles, accountabilities and responsibilities.
* **Building** the ISG service capability to make it happen and the process capability to do it effectively and efficiently.

These accountabilities will be exercised in support of a drive to perfect service excellence through work plan development and delivery that strategically partners with the business, supporting and enabling the business to achieve its goals, while remaining aligned to the Canterbury Health System strategy.This will enable a model that provides a flexibility and scalability within ISG to help accelerate the transformational activity that is required by the business to deliver on the vision for our health systems. |

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| MY ROLE RESPONSIBILITY | The Business Systems Analyst is responsible for working with their team to provide a level of service excellence across all Information and Communication Technology [ICT] solutions whilst maintaining the development and delivery of the ISG work plan.In assuming this responsibility, the role enables the Business Systems Analyst to be an effective and valued partner of the business and supports the business to achieve its goals.Specifically the role is responsible for:* Manage the operations you are responsible for to ensure high quality, consistent and effective service
* Implement service improvement plans where required.
* Develop and maintain administration procedures, knowledge articles and documentation
* Act as an advisor to customers
* Respond to escalated enquiries from customers
* Review the quality of service and assist the Team Leader with metrics reports
* Provide services which are focussed on anticipating and exceeding customer expectations
* Liaise with customers to assist them with optimising the use of application software to improve users’ productivity, clinical productivity and patient convenience.
* Manage the request queues to provide a timely response to customers
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| MY CAPABILITYMY EXPERIENCEQUALIFICATIONS | To be effective and succeed in this role it is expected the person will have the following developing capabilities: * Display self-knowledge
* Build relationships with resources at all levels and mobilise support
* Interpersonal, communication and negotiating skills
* Be customer focussed and committed to quality outcomes
* Be committed to teamwork and have the ability to initiate and facilitate open communication with staff
* Have the ability to embrace, anticipate and manage change
* Proven written and verbal communication
* Problem solving and analysis skills
* Facilitation skills
* Planning, prioritisation and organisation skills
* Ability to analyse, isolate and interpret business needs and develop appropriate technical solutions.
* Technical specification writing/documentation skills.
* Understanding of all aspects of the systems/software development lifecycle.
* Technical knowledge of programming, system design, IT infrastructure and database concepts.
* An appreciation of both IT and business strategy.
* At least 3+ years IT Industry experience
* 2 years industry experience in a Business Analysis role.
* Have experience in systems evaluation, design and implementation
* Experience in day-to-day task management and co-ordination of activities within a project environment
* Experience working in a large organisation and/or in a pressured and ever-changing environment
* Knowledge of Health environments would be preferable
* A tertiary level qualification in Business, Science, Information Services, Engineering or related field is preferable
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| MY RELATIONSHIPS TO NURTURE | Internal* CDHB ISG Leadership Team
* CDHB ISG Team Leads
* CDHB ISG Team Members
* WCDHB ISG Team
* CDHB Managers
* CDHB Employees
 | **External*** Software vendors
* Associated organisations
* ICT Infrastructure vendors
* Pegasus Health
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| MY WELLBEING, HEALTH AND SAFETY | **Care starts here**Our people are the most important thing at Canterbury DHB. Ensuring we all come home healthy and safe each day is up to all of us. Safety starts with you:* **Look:** It’s everyone’s responsibly to be on the lookout for risks.
* **Make the right choice:** If you see a risk, either fix it yourself if that’s the right thing to do, or speak up so someone else can. If you’re not sure what to do look at the relevant policy and procedure.

Through working together, we can look after ourselves and those around us. |