



Newcastle Coal Infrastructure Group Pty Limited (NCIG) owns and operates one of Australia's major coal export terminals with proximate rail, storage and ship loading facilities and associated infrastructure.

With modern facilities and state of the art equipment, NCIG is a clean, safe site and a sought after place to work. We recognise that our greatest asset is our people.

We are located on Kooragang Island which is only minutes from the beautiful beaches of Newcastle and the great lifestyle the region has to offer.

Technical Business Analyst

An exciting opportunity exists for an experienced Systems Analyst/ Business Analyst to join our dynamic and passionate team at NCIG. The **Technical Business Analyst** is responsible for the day to day delivery and support of business systems and supporting infrastructure to ensure operational objectives are achieved.

The Technical Business Analyst is an integral member of the Asset Team and is responsible for key department deliverables as well as leading and managing the IT aspects of various projects across the business.

This role provides support with application upgrades, software and hardware implementations, and will work in conjunction with control systems engineers on major modifications to supporting IT infrastructure. This role will also lead the process of resolution of significant issues related to business-critical software and hardware platforms.

Other major accountabilities of **Technical Business Analyst** include:

- Providing technical advice on business process improvements to maximise value and minimise risk;
- Enhancing in-house applications to provide an improved user experience and functionality;
- Ensuring systems and processes are adequately documented;
- Providing support in managing IT contractors and consultants;

- Assisting with the execution of upgrades and security backups while minimizing downtime;
- Assisting with administration and maintenance of IT infrastructure including anti-virus software, print services and email provision;
- Assisting with the discovery, mitigation and documentation of IT risks that prevent business continuity;
- Providing assistance to the Business Systems Manager with budget processes and the management of cost.

Applicants should have the following qualifications and skills:

- Formal qualifications in Information Technology/Systems Engineering or a related discipline;
- Proven experience in systems support and the administration of business systems;
- Demonstrated experience in the management and implementation of IT projects and functionality;
- Strong skills in Office 365, SharePoint Online administration, and Microsoft SQL databases;
- Familiarity with networking systems.

To be successful in this role, you will have strong analytical and problem-solving abilities with demonstrated experience in troubleshooting principles, methodologies, and issue resolution techniques. You will be highly motivated, results driven, and have well developed business acumen. You will also require superior customer service skills, effective communication and influencing skills.

A competitive remuneration package reflecting the importance of this role is negotiable and will be attractive to high calibre candidates.

Applications addressing the major accountabilities and skill/ experience requirements of this role, should be sent to **recruitment@ncig.com.au**. Position descriptions can be obtained from the NCIG website www.ncig.com.au and include a full list of NCIG's current systems.

Applications close Friday 9 November 2018.