

## POSITION DESCRIPTION

<b>Position Title:</b> IT Business Analyst	<b>Location:</b> Newcastle
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### Primary Purpose of the Position

The **IT 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 system support 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 business projects. 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 is also required to lead the process of resolution of significant issues related to business-critical software and hardware platforms.

### Reporting Relationships

Position Reports to:	Business Systems Manager	
Roles reporting to this position: (D) Direct (ID) Indirect	<ul style="list-style-type: none"> <li>Contracting Companies (D)</li> <li>Contractors and Consultants (D)</li> </ul>	
Other Key Contacts:	<b>Internal:</b> <ul style="list-style-type: none"> <li>NCIG Team members</li> <li>Business system owners</li> <li>Control Systems Engineers</li> </ul>	<b>External:</b> <ul style="list-style-type: none"> <li>External suppliers and contractors</li> <li>IT service provider(s)</li> <li>Business system solution provider(s)</li> </ul>

### Major Accountabilities/Responsibilities

Major Accountabilities		Outputs (Key Performance Indicators)
1.	<b>Health, Safety, Environment &amp; Community</b>  Show leadership in the areas of Health, Safety, Environment and Community.	<ul style="list-style-type: none"> <li>Safety Management System in place.</li> <li>Zero harm focus among NCIG staff and IT providers.</li> </ul>

	<p>Ensure a safe working environment exists through risk assessment programs, hazard identification, safe working procedures/practices and training of personnel.</p> <p>Ensure a risk-based approach is adopted during system / architecture design, development and support activities which is auditable and demonstrates due diligence.</p>	<ul style="list-style-type: none"> <li>• Demonstrated, auditable compliance with NCIG policies, procedures, systems of work and statutory requirements.</li> <li>• Auditable risk process during design, development and support processes.</li> </ul>
2.	<p><b>Leadership and Influence</b></p> <p>Be an effective member of the NCIG Assets Team to ensure delivery of key accountabilities in line with department objectives.</p> <p>Maintain and build relationships with other NCIG team members and relevant contract personnel.</p> <p>Lead and manage IT aspects of key business projects as required. Influence key stakeholders for buy-in and engagement.</p> <p>Adopt a structured approach to effectively manage and implement change within the business.</p> <p>Provide technical advice on business process improvements to maximise value, minimise risk and provide predictable outcomes.</p>	<ul style="list-style-type: none"> <li>• Establish and maintain constructive relationships that promote teamwork and co-operative behaviours.</li> <li>• Effectively communicate and engage with the business around objectives associated with IT related information.</li> <li>• Create and deploy feedback mechanisms for end users. Analyze results, make recommendations for support process improvement, and implement changes.</li> <li>• Evaluate documented resolutions and analyze trends for ways to prevent repeated future problems.</li> </ul>
3.	<p><b>Technical Business Systems Support</b></p> <p>Administer the SharePoint Online Intranet and document management system.</p> <p>Support the administration, day-to-day running, implementation and upgrades of all business systems.</p> <p>Support and enhance the in-house forms and workflow applications to provide an enhanced user experience and functionality.</p> <p>Proactively research and recommend products, services and procedures that could enhance the operational efficiency and client experience.</p>	<ul style="list-style-type: none"> <li>• Effective management of Intranet to ensure security of data and improved communications and collaborative space.</li> <li>• Effective support of all business systems</li> <li>• Provide support for the testing of new and existing software applications under development or consideration for purchase.</li> </ul>

	Ensure systems and processes are adequately documented.	
4.	<p><b>Contractor and Consultant Support</b></p> <p>Support management of IT contractors and consultants both onsite or offsite as required.</p> <p>Assist with incident or problem resolution or the implementation of new infrastructure or software by being the intermediary between external contractors or consultants and the business users.</p>	<ul style="list-style-type: none"> <li>• Provide support to contractors and consultants to ensure proper adhesion to operational business rules and processes to ensure risk-based approach is always taken.</li> <li>• Communicate application problems, issues and resolutions to key stakeholders, as the intermediary between management, development teams, end users, business leaders and the contractors/consultants.</li> </ul>
5.	<p><b>System and Network Administration</b></p> <p>In conjunction with the Controls and Systems Engineer, support the testing, additions, deletions and major modifications to the supporting IT infrastructure.</p> <p>Assist with scheduling and execution of upgrades and security backups of firmware and software while minimising downtime.</p> <p>Assist with administration and maintenance of IT infrastructure including anti-virus software, print services and email provision.</p> <p>Support the management network and application accounts to ensure appropriate level of network and application access.</p> <p>Support the maintenance and test execution of the technology disaster recovery plan.</p> <p>Assist with the discovery, mitigation and documentation of IT risks that prevent business continuity.</p> <p>Support the Corporate and Scada network hardware and configuration in conjunction with Control Systems Engineers and external support resouces.</p>	<ul style="list-style-type: none"> <li>• Processes established that deliver predictable IT outcomes.</li> <li>• Stakeholder needs evaluated regularly, and solutions implemented in improve productivity.</li> <li>• Disaster recovery and business continuity plans are in place.</li> <li>• IT risks documented with a strategy in place to mitigate.</li> </ul>

6.	<p><b>User Functional Support and Training</b></p> <p>Support help desk activities in resolving business application incidents, problems and change requests.</p> <p>Assist people to understand and use technology, conduct regular audits, presentations and training including inappropriate use information. Monitor to confirm appropriate use of systems.</p> <p>Support with application upgrades or implementation of new software including developing or maintaining User Acceptance Test documentation if required, and the rollout and management of test plans and process to support an upgrade or deployment.</p>	<ul style="list-style-type: none"> <li>• Field incoming problems from end users to resolve application and software issues</li> <li>• Users have up to date knowledge of how to use the system through effective training and documentation.</li> <li>• Facilitate after-hours support as required.</li> <li>• Technology for new and existing staff is appropriately managed.</li> <li>• Upgrades and new implementations are well supported with appropriate test documentation and process.</li> <li>• Participate in the design, development, and delivery of software applications training programs and individual classes.</li> </ul>
7.	<p><b>Project Management</b></p> <p>Manage the project lifecycle in accordance with the PMF including cost, schedule, scope and performance accountability, from concept through to delivery and operational readiness,</p> <p>Develop detailed scopes, execution plans including schedules and cash flow estimates for inclusion in the NCIG annual budget and business planning process.</p> <p>Support the interfaces between the technical, maintenance, HSEC, commercial and regulatory activities required for the successful delivery of the project objectives.</p> <p>Report project progress routinely in written and verbal forms to the steering committee and other relevant stakeholders for the project.</p>	<ul style="list-style-type: none"> <li>• Management and completion of project according to schedule, budget, scope and safety expectations</li> <li>• Projects are delivered in accordance with best practice in the following areas: <ul style="list-style-type: none"> <li>○ Management &amp; Governance</li> <li>○ Project Controls</li> <li>○ Technical &amp; Engineering</li> <li>○ Procurement &amp; Contract Management</li> <li>○ Implementation &amp; Construction</li> <li>○ Commissioning &amp; Handover</li> </ul> </li> </ul>
8.	<p><b>Budgeting &amp; Cost Control</b></p> <p>Support Business Systems Manager in managing, forecasting and monitoring of costs to ensure accurate and well budgeted IT costs for the business.</p>	<ul style="list-style-type: none"> <li>• Assist in the preparation of the budget and business planning process</li> <li>• Analysis and variance tracking to support cost control and budgeting</li> </ul>
9.	<p><b>IT Asset Management</b></p> <p>Manage and support business systems hardware and software products in line with commercial procedures for their entire life cycle.</p>	<ul style="list-style-type: none"> <li>• IT infrastructure and associated systems availability is sustained.</li> </ul>

	<p>Maintenance of corporate directories and SharePoint Document management system.</p> <p>Compliance with all software licensing agreements.</p> <p>Support IT resources in the administration and maintenance of computer stations and software.</p> <p>Responsible for the maintenance and audits of assets registers including infrastructure, user devices, software, licensing and users.</p>	<ul style="list-style-type: none"> <li>• Processes established to ensure compliance with software agreements.</li> <li>• Software versions are actively monitored.</li> <li>• Centralised software and hardware log is accurately maintained.</li> </ul>
10.	<p><b>Breakdown Support</b></p> <p>Lead the business through the process of hardware and software breakdowns by engaging and managing appropriate resources.</p> <p>Keep the business stakeholders informed of breakdown resolution progress.</p> <p>Work to deliver interim solutions for major outages.</p> <p>Provide high level of technical leadership and direction to contractors assisting in breakdown recovery.</p> <p>Carry out minor breakdown recovery activities on hardware, software and network infrastructure.</p>	<ul style="list-style-type: none"> <li>• Incidents resolved in business suitable timeframe.</li> <li>• Stakeholders are well informed of breakdown resolution progress.</li> <li>• Demonstrated flexibility</li> </ul>

## Education & Experience

### Essential:

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

### Note NCIG's current systems include-

- Active Directory
- Microsoft O365 suite
- Microsoft SharePoint Online Document management
- Microsoft SQL databases
- Microsoft reporting services
- Logistics management systems (Quintiq, LMS)

- Citect Control System
- Pi data historian
- External data services to ARTC / HVCCC/other interfaces
- Internet / telephone services
- Pulse Mining ERP
- Chris21 HR system
- Bentley drawing control system
- CISCO network system
- Hirschmann Network System
- Cisco Firewalls
- Aruba Wireless network
- Security systems for antivirus and penetration protection
- AWS Cloud based infrastructure and DevOps systems
- Okta Identity management system
- OutSystems Forms and workflows

### Personal Attributes

- Strong analytical and problem-solving skills
- Proven experience with troubleshooting principles, methodologies, and issue resolution techniques
- Excellent interpersonal communication skills
- Analytical approach
- Strong attention to detail
- Respect amongst peer group
- Action oriented
- Excellent customer service skills
- Business and commercial acumen.