

Position Description

Vacancy Title: **Business Analyst**

Location: **Suva**

Reports To: **Manager Information Technology (v 1.00)**

Objective

The Business Analyst position is a strategic and operational function, reporting directly to the Manager IT. The Business Analyst will analyze, evaluate and refine/re-engineer TLTB business processes and systems. The incumbent will also identify areas of improvement and ensure to develop and implement solutions with accordance to the business needs of TLTB.

Outcomes

Organisational Stakeholders

1. Business Analyst Services Provided

- Evaluating business processes, anticipating requirements, uncovering areas for improvement, and developing and implementing solutions ensured.
- Expert technical and domain expertise to both business and IT covering all applications, including maintenance, support, selection, configuration, testing, implementations/or enhancements across multi –domains provided.
- Leading reviews of business processes and developing optimization strategies continuously ongoing .
- Staying up-to-date on the latest process and IT advancements to automate and modernize systems ensured.
- Meetings and presentations conducted to share ideas and findings.
- Requirements analysis performed.
- Document and maintain project status updates register and obtain relevant sign-offs from the solution partner for project –based milestones.
- Consult with solution partners to evaluate system interfaces, operational and maintaining performance requirements of the overall system.
- Critical information gathered from meetings with various stakeholders and useful reports produced.
- Working closely with clients, technicians, and managerial staff ensured.
- Leadership, training, coaching, and guidance provided to junior staff.
- Allocating resources and maintaining cost efficiency ensured.
- Ensuring solutions meet business needs and requirements.
- User acceptance testing performed.
- Managing projects, developing project plans, and monitoring performance ensured.
- Updating, implementing and maintaining procedures ensured.
- Prioritizing initiatives based on business needs and requirements.
- Managing competing resources and priorities ensured.
- Deliverables monitored and timely completion of projects ensured.
- Relevance of own skills and knowledge base maintained.
- Work closely with all business teams to understand requirements and design solutions.
- Specific tasks as directed by MIT implemented.

2. Business Process Improvement

- Documenting and communicating the results of your efforts ensured.
- Insights and plans effectively communicated to cross-functional team members and management.
- Illustration guides as instructed by IT Coordinator Projects. E.g., Doodly videos created and constructed.
- Departments assisted in addressing and solving queries related to designing effective process maps and re-engineering.
- Process maps and standard operating procedures designed with business units for the TO-BE system.
- High quality Technical Requirement Specification document to outline the proposed changes and the steps involved for software projects produced.
- Primary support to business units to solve system related issues provided.

3. Risk Management

- Issues, risks and benefits of existing and proposed solutions and outlining business impacts identified.
- Quality assurance tests to discover errors and optimise usability carried out.
- Mitigating strategies for technological risks where this role is held accountable provided.
- Work in partnership with the IT leadership team to treat risks arising from the implementation of technology change initiatives.

4. Project & Change Management

- Quality and efficient customer service for internal and external clients of the Board provided.
- Gather change set requirements for software’s and applications that require changes and/or enhancements.
- Business transition supported and assisted to establish change.
- Liaison between stakeholders and users.
- Change readiness of affected stakeholders closely monitored with issues successfully addressed.

5. Health , Safety and Wellness

- Compliance with relevant Occupational Health and Safety (OHS) obligations ensured.
 - Health, safety and wellness initiatives supported and participated.
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6. TLTB Image and Values Standards Demonstrated At All Times

- Integrity of information maintained.
 - Confidentiality of information ensured.
 - Professional and ethical standards sustained.
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7. Any Other Assigned Work

- Efficient and effective delivery of any other assigned work.

Responsibilities - Key Competencies

Competence	Description
Business	
Strategic Development	Establish the strategic direction and steer the organisation towards its goals
Risk Management	Analyse and manage risk.
Change Management	Implement and manage changing situations resulting from a change in strategic/business.
Systems and Procedures	Develop and/or apply procedures to assist the organisation achieve its goals.
Information Analysis	Make informed decisions by collecting and interpreting data and information
Documentation	Communicate using formal business writing.
Customer	
Customer Commitment	Demonstrate a commitment to customer service - both internal and external customers.
Relationship Building	Build beneficial relationships with suppliers and stakeholders.
People	
Facilitation	Assist the progress of work ensuring its timely and effective completion.
Problem Solving	Develop practical solutions to a situation.
Innovation	Use original and creative thinking to make improvements and/or develop and initiate new approaches.
Professional	
Technical Strength	Demonstrate knowledge of a specialist discipline.
Compliance	Comply with relevant laws and the policies and procedures of the organisation.
Technology Application	Apply technology.

Qualifications

Qualification	Discipline	Notes
Preferred		
Degree	Business Administration, Information Technology	
Desirable		
Masters Degree	Business Administration	

Work Knowledge and Experience

- A minimum of 5 years experience in business analysis or a related field.
- Exceptional analytical and conceptual thinking skills.
- The ability to influence stakeholders and work closely with them to determine acceptable solutions.
- Advanced technical skills.
- Excellent documentation skills.
- Fundamental analytical and conceptual thinking skills.
- Experience in creating detailed reports and giving presentations.
- Competent in Microsoft applications including Word, Excel, and Outlook.
- A track record of following through on commitments.
- Excellent planning, organizational, and time management skills.
- Experience in leading and developing top performing teams.
- A history of leading and supporting successful projects.
- Flexible attitude and ability to perform under pressure.
- Excellent interpersonal, time management, communication, presentation and organizational skills are required.

Requirements

Language Proficiency

- Excellent command of English
- Knowledge of another language

Professional Associations

- Membership of appropriate Professional Institution

Regulatory Compliance Requirements

- Driver's License

Other Required Requirements

- No other required items found.

Interactions

Type	Interaction	Comments
Internal		
	All staff	
	Executive Management	
	Management Team	
	Regional and Headquarters	
External		
	Stakeholders	
	Clients	
	Government Officials	
	Industry Associations	
	Line Ministries	
	Statutory Authorities	
	Regulators	
	Suppliers	

Attributes

Behavioural Styles

- Accountable: Assumes full responsibility for own actions and identifies with the success or failure of own part of the overall work/goal.
- Detail oriented: Attends to the small elements of a task/activity, ensuring completeness and accuracy.
- Innovative: Devises new and creative ways to do things comes up with original ideas.
- Integrity: Adherence to moral and ethical principles; soundness of moral character; honesty.
- Reliable: Is able to be trusted to do what is expected or has been promised, puts in a great amount of effort believing in the value of work.

Interpersonal Styles

- Customer/Client Focused: Focused on client and customer satisfaction and ensuring high levels of service are maintained at all times
- Objective: Impartial and honest in dealings with others, eliminating own feelings and view to reach a balanced judgement.
- Realistic: Shows concern for facts and reality, rejecting the impractical.
- Self Sufficient and Assured: Readily copes with situations without recourse/need of others, showing confidence and belief in oneself and one's own abilities
- Team Oriented: Enjoys being with others as part of a group or team.

Thinking Styles

Analytic	Able to separate things into their constituent elements in order to study or examine them, draw conclusions, or solve problems.
Concrete thinker	Focuses on the tangible experiences of actual things or events.
Decisive	Reaches conclusions, promptly and firmly.
Flexible / Adaptable	Readily accommodates changing circumstances, modifying own behaviour and/or views. Able to adjust easily to new conditions
Holistic thinker	Considers issues/situations as a whole rather than analysing or dissecting the parts.
Initiative	Takes action and makes decisions without the help or advice of other people.
Well organised	Controls tasks in a well thought out and critical manner.

How To Apply

Refer to link on advert

Contact for Enquiries

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Closing Date: 24 Jan 2025