



Position Description

Vacancy Title: **Senior Technical Business Analyst**

Location:

Reports To: **None**

Objective

The role of the Senior Technical Business Analyst is responsible for supporting the delivery of technology initiatives across the Pacific Banking environment by analysing business processes, systems, and operational requirements and translating them into structured technology solutions. The role contributes to the successful implementation of technology projects by working closely with business stakeholders, technology teams, and delivery partners to define business requirements, identify system improvements, and support solution design and implementation. Through structured analysis, process mapping, and requirements documentation, the position ensures technology solutions align with business needs, regulatory requirements, and operational objectives. Operating within the Pacific Banking Technology team, the role also supports the delivery lifecycle by facilitating stakeholder discussions, conducting solution gap analysis, identifying risks and controls, and contributing to testing and solution validation. The Senior Technical Business Analyst ensures that technology initiatives deliver measurable improvements in business processes, system performance, and service outcomes across the Pacific Banking operating environment.

Outcomes

Organisational Stakeholders

1. Business Requirements Analysis

- Business requirements and user stories are analysed and documented to support technology project delivery.
- Functional, non-functional, and data requirements are identified and structured to guide solution development.
- Business processes and system interactions are analysed to identify inefficiencies or improvement opportunities.
- Requirements documentation is prepared and maintained throughout the project lifecycle.
- Business needs are translated into clear technical specifications for development teams.

2. Process Analysis and Improvement

- Current operating environments including processes, controls, services, and products are analysed to establish baseline performance.
- Process mapping and workflow analysis are undertaken to identify improvement opportunities.
- Process enhancements and system optimisation opportunities are identified and documented.
- Technology solutions are aligned with operational improvement objectives.
- Stakeholders are engaged to validate process improvements and implementation feasibility.

3. Solution Assessment and Gap Analysis

- Proposed technology solutions are evaluated to determine alignment with business requirements.
- Gap analysis is conducted to identify differences between existing systems and required future capabilities.
- Solution impact assessments are prepared to inform decision-making.
- Risks associated with technology changes are identified and documented.
- Technical and business assumptions are clarified throughout the solution design process.

4. Stakeholder Engagement and Collaboration

- Business and technology stakeholders are engaged to gather requirements and validate proposed solutions.
- Workshops and discussions are facilitated to support collaborative solution development.
- Stakeholder feedback is incorporated into requirements and solution design.
- Communication between business and technology teams is coordinated to ensure shared understanding.
- Technology deliverables are aligned with stakeholder expectations and business priorities.

5. Testing and Delivery Support

- Acceptance criteria are defined to support testing of technology solutions.
- Testing activities are supported to validate solution functionality and performance.
- Issues identified during testing are documented and addressed in collaboration with technical teams.
- Implementation readiness is supported through structured validation and documentation.
- Technology solutions are verified to ensure alignment with business requirements prior to deployment.

6. Project Delivery and Planning Support

- Project planning and forecasting activities are supported through requirements clarification and documentation.
- Delivery milestones and technology deliverables are monitored to ensure alignment with project objectives.
- Risks, dependencies, and delivery constraints are communicated to project stakeholders.
- Technology initiatives are supported through structured documentation and communication.
- Continuous improvement opportunities within project delivery practices are identified and implemented.

Responsibilities - Key Competencies

Competence	Description
Business	
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	
Team Orientation	Work in a team towards a common aim.
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.
Technology Application	Apply technology.

Qualifications

Qualification	Discipline	Notes
Preferred		
Degree	Computer Science, Software Engineering, Information Technology	Bachelor's degree in Information Technology, Business Information Systems, Computer Science, or a related discipline.

Work Knowledge and Experience

- Minimum five years' experience in Technical Business Analysis.
- Experience working within banking, financial services, or regulated environments.
- Demonstrated experience in requirements gathering, process analysis, and solution design support.
- Experience supporting technology project delivery and system implementation.
- Experience working with Agile delivery environments is advantageous.
- Strong analytical and problem-solving capability.
- Ability to translate business requirements into technical solutions.
- Strong stakeholder engagement and facilitation skills.
- Experience in process mapping and business process improvement.
- Understanding of technology delivery lifecycle and testing processes.

Requirements

Other Required Requirements

Business Unit

Pacific Banking Technology

Reports To

Pacific Technology Portfolio Delivery Lead

Location

Suva, Fiji or Port Moresby, Papua New Guinea

Job Family

Technology – Business Analysis / Delivery

Interactions

Type	Interaction	Comments
Internal		<ul style="list-style-type: none"> • Pacific Technology Portfolio Delivery Lead • Technology Engineering Teams • Product Owners • Business Stakeholders • Project Delivery Teams • Risk and Compliance Teams
External		<ul style="list-style-type: none"> • Technology Vendors • Implementation Partners • Technology Service Providers

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.

Interpersonal Styles

- Forthright: Speaks out frankly without hesitation, showing a direct manner.
- Team Oriented: Enjoys being with others as part of a group or team.

Thinking Styles

- Challenger: Queries, tests information/beliefs and provokes thought.
- Flexible/Adaptable: Readily accommodates changing circumstances, modifying own behaviour and/or views. Able to adjust easily to new conditions.

How To Apply

--

Contact for Enquiries

Contact Name: Elizabeth Cama

Contact Email: elizabeth@maxumise.com

Further Contact Information: --

Closing Date: 29 Mar 2026