Revera Position Description

Position title	Business Analyst	Team	Cloud Automation
Location	Auckland	Reports to	Programme Manager – Cloud Automation
Direct reports	N/A	Date	September 2017

Purpose of Position

The Business Analyst is responsible for all in house development of Cloud Automation services for Revera and external client's projects. This role requires the Business Analyst to work with the Cloud Automation Team and to engage with different business units within Revera and clients to capture business or technical requirements needed to deliver the project(s) required to be delivered by Cloud Automation Team.

This position involves the Business Analyst to work with the team across multiple projects undertaken by the team for delivery. This role involves engagement with all levels of stakeholders in the organisation and display strong business analysis skills across the projects using the required BA framework along with relevant tools and techniques to deliver the quality outputs. The business analyst should have proven track record of requirements gathering, business process mapping, gap analysis, creating functional specs, creating templates and standards and delivering high level documentation within the environment displaying high degree of adaptability and a sound knowledge of agile practices. Astute commercial acumen and strong relationship management skills are also essential.

Key Accountabilities

Service Delivery

> Must display sound technical skills across infrastructure, cloud automation services.
> Display strong business and commercial acumen to capture the business needs and objectives to further stipulate the requirements.
> Proven experience and knowledge in client engagement and solution skills.
> Proven skills in Identifying and capturing the business and technical requirements.
> Must display skills and knowledge in stakeholder analysis.
> Proven experience to gather, elicit and define requirements from the relevant stakeholders.
> Define product requirements for them to be developed via structured process.
> Assist the project managers or relevant stakeholders in developing project scope.
> Assist the appropriate stakeholders in developing business case and cost benefit analysis.
> Assist stakeholders that includes external clients to define business needs and objectives.
> Must display strong communication skills - verbal, written and presentation.

- Must produce relevant artefacts required to deliver projects such as Requirements documents, Business case, standardise templates etc.
- Document the Business Processes, Gap Analysis, Risks, Issues, User Stories and Acceptance criteria as needed.
- Support the test team in building functional test scripts and test cases.
- Support in testing (SIT/UAT) activities ((Requirements vs Design vs Solution gaps).
- Strong knowledge of different methodologies such as SDLC/ Software development processes, Waterfall and Agile.
- Striving for process improvement in several aspects of Business Analysis.
- Ensure organisations security processes and policies are adhered to.
- Contributes to the development and maintenance of the Revera Operational Strategy.
- Other reasonable duties and responsibilities as directed by Management from time to time.

Customer Service
- Ensure customer service focus outcomes to exceed client expectations through positive engagement.
- To promote good relations between the service desk, internal teams, vendors and our clients.
- Demonstrate effective communication skills and the ability to interact professionally with a diverse group of clients and staff.
- Ensure reporting issues are analysed triaged to a high standard, or ensures the appropriate specialist teams are engaged to meet SLA's and KPI's.
- Maintains close liaison with the customers and other ICT teams to ensure the customers' expectations are set and will meet any agreed Service Level Agreements
- Must understand the business importance of Service Desk to both internal and external clients.
- Have excellent time management skills.
- Have outstanding oral and written communication skills.
- Be able to work calmly under pressure and meet deadlines.
- Have a 100% positive attitude, be a fast learner, takes initiative and a focus on Top Quality.

Relationship Management
- Develops and maintains effective working relationships with all individuals and groups impacting on the position, both internally and externally
- Communicates effectively with a wide range of people, maintaining constructive relationships with those with different viewpoints and expectations
- Negotiates mutually acceptable solutions and resolves conflict constructively
- Conveys information in a way that provides a clear sense of direction to others. Writes and presents clear, concise, thoroughly researched communications appropriate to the audience

Teamwork
- Cooperate and work with other members of the team in order to achieve team goals
- Supports and explains decisions made by the Senior Leadership team in all relevant forums and discussions

General Management
- Contribute to Revera objectives
- Act as a source of expert information and advice in the area of Cloud Automation for Revera

> Foster a safe environment by integrating safety and health into all aspects of work practices

Requirements of the Role

> At least 6+ years of hands on experience in Business Analysis.
> An appropriate Tertiary qualification and relevant technology industry qualifications such as CBAP, Agile, Prince II.
> Proven experience and skills in requirements elicitation, definition, communication, management, traceability, business process mapping, gap analysis and documenting the functional, non-functional requirements.
> Proven skills and experience in business analysis tools and techniques (SWOT, PEST, MOSCOW, SCRS).
> Document the Business Processes, Gap Analysis, Risks, Issues, User Stories and Acceptance criteria.
> Display skills in documenting requirements and standardising processes & templates.
> Good knowledge of Cloud Automation Architecture.
> Good understanding of Agile methodologies.
> Good understanding in all aspects of the systems development lifecycle incl. design, testing and release.
> Understanding of infrastructure design and software deployments.
> Good communication skills - written, verbal and presentation.
> The ability to work in complex projects and environments. Ability to capture requirements from multiple sources and translate those into effective and high performing solutions.

Revera Expectations

> Act in Accordance with Revera FLIERS and Cultural values
> Demonstrate shared leadership
> Comply with Revera's policies and procedures at all times
> Be able to work calmly under pressure and meet deadlines