



Position Description

Technical Analyst, Information Systems, Organisation Performance

Reports to

Business Solutions Manager

Purpose of Role

To provide system and technical support, configuration and reporting to meet the Commission's needs.

Commission Purpose

To achieve the best possible outcomes in competitive and regulated markets for the long-term benefit of New Zealanders.

Commission Values

The Commerce Commission is committed to acting with **integrity** and being fair, honest and impartial. We set high standards of **excellence** and exercise **good judgement** by understanding the environment we operate in and the impact of our actions. We are **accountable** to the people of New Zealand for our work and spending. We **respect** each other and value peoples' diversity and opinions.

Key Result Areas (KRAs)

- Provide system support to meet the Commission's needs
- Provide technical support, configuration and reporting to meet the Commission's needs
- Contribute to improving Commission technology systems and processes
- Contribute to IS projects and initiatives
- Team development

Competencies (Behaviours)

• Applying expertise and knowledge	• Persuading and influencing
• Planning, organising and delivering (results)	• Working with people
• Analysing and researching	• Learning and developing
• Writing and reporting	• Mentoring and leading
• Presenting and communicating (verbally)	• Formulating strategies and concepts

Key Result Areas

1: Provide system support to meet the Commission's needs

- Understand and support Commission technology systems
- Liaise with stakeholders to understand changes in requirements, and assist in addressing and resolving system issues
- Liaise with vendors on system configuration issues
- Liaise with vendors to effect minor and medium sized changes to systems
- Undertake testing for changes made by vendors
- Identify and define the required tests
- Develop and maintain test plans and scripts, and manage test programmes
- Gather and maintain the test data
- Undertake testing and evaluate the outcome of each test cycle

Outcome:

The Commission's systems are efficiently and effectively supported

2: Provide technical support, configuration and reporting to meet the Commission's needs

- Provide technical support and configuration of Commission systems eg Sharepoint, Silverstripe CMS, SSRS, SQL Server. I-Lign and Filesite
- Analyse and document business requirements and user needs and recommend appropriate solutions
- Analyse data contained in systems and identify integrity issues
- Identify potential issues, and work IS team to provide solutions
- Coordinate changes to maintain system capability
- Use the Commission's databases and other data stores to create reports for the Commission
- Understand the Commission's reporting requirements
- Understand the Commission's databases and other data stores
- Develop and provide fit for purpose reports and reporting tools for the Commission

Outcomes:

- The Commission's systems are robust and maintained at a high level, in a timely manner
- Accurate reports are in place, and fit for purpose

3: Contribute to improving Commission technology systems and processes

- Understand the Commission's business processes and identifying where the Commission can leverage existing software capabilities
- Analyse and document business processes
- Understand the Commission's system requirements and work with IS team to provide solutions
- Identify opportunities to improve technology systems and processes in line with the Commission's policies and procedures

Outcome:

- System improvements are delivered efficiently and effectively to optimise systems across the Commission

4: Contribute to IS projects and initiatives

- Assist with specific IS projects and initiatives as required
- Provide technical expertise on projects and initiatives as required
- Gather and research relevant information as requested
- Support the IS team in implementing and maintaining fit-for-purpose systems

Outcome:

- Effective and timely support and delivery of assigned projects and initiative

5. Team development

- Provide assistance to the Chief Information Officer and other IS roles as required
- Maintain own knowledge in accountability areas to build expertise
- Regularly update the IS team about issues and approaches that have added value to the branches
- Undertake development in own role

Outcomes:

- Valuable contribution to the development of the IS team and Organisation Performance branch
- Development of self

Note: These responsibilities are not exhaustive. From time to time it may be necessary to change the position requirements in response to the changing nature of our work environment, including technological requirements or statutory changes. Such change may be initiated as necessary by your manager or general manager and will be discussed with you.

Person Specification

Qualification

- Relevant undergraduate degree (or relevant experience) in computer science or information technology related discipline

Ability

Ability	Level
• Demonstrated verbal and written ability	Sound
• Demonstrated numerical ability	Sound
• Demonstrated analytical ability	Sound
• Demonstrated conceptual thinking, problem solving and time management ability	Expert

Experience

Experience	Level
• Demonstrated experience in the administration of technology systems	Expert
• Demonstrated experience managing internal and external relationships	Sound
• Demonstrated experience of business information systems and their database structures	Sound
• Demonstrated experience configuring and administering technology systems (eg Silverstripe CMS, SSRS, SQL Server)	Expert

Knowledge

Knowledge	Level
• Knowledge of the relevant legislation/legal frameworks enforced by the Commerce Commission	Basic
• Knowledge of Microsoft Office products, Word, Excel and PowerPoint	Sound
• Knowledge of Commission's internal guidelines and policies	Basic
• Knowledge of the Commerce Commission's role and function	Basic

Definitions

Basic

The job requires adeptness in a skill and experience in a variety of tasks. The skill may be related to specific activities that take time to acquire, extending beyond short term. (Typically 1-2 years related experience.)

Sound

The job requires highly relevant experience in a specific area of work, often involving specialised training in order to achieve competence. This is not short-term experience, but significant, longer-term experience, predominantly focused on acquiring specialist knowledge. (Typically 2-3 years related experience.)

Expert

The job requires experience of a broad nature, above that of a skilled person. Normally involves an awareness of work activities beyond the immediate job situation and the impact of the job on these activities. (Typically 3-5 years related experience.)

Strategic

The job requires highly relevant knowledge and experience, an understanding of immediate issues and long term effects of actions. This is a subject matter expert who can be focused on an organisation's goals as well as the specific short term issues. (Typically 5-10 years related experience.)