



## Position Description

### Application Analyst, Information Services

#### Reports to

Business Solutions Manager

#### Purpose of role

To ensure our applications and IT services align with the needs of business by providing application and maintenance support services. Support includes investigation and resolution of issues and enhancements to improve business systems. The role will interact with all Information Services teams to ensure our production applications continue to be well maintained and supported during their lifecycle.

#### Commerce Commission Vision

Our vision is that New Zealanders are better off because markets work well and consumers and businesses are confident market participants.

#### Commerce 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 application support to meet the Commission's needs
- Contribute to improving Commission technology systems and processes
- Contribute to IS projects and initiatives
- Team development

#### Competencies (behaviours)

<ul style="list-style-type: none"> <li>• Applying expertise and knowledge</li> </ul>	<ul style="list-style-type: none"> <li>• Persuading and influencing</li> </ul>
<ul style="list-style-type: none"> <li>• Planning, organising and delivering (results)</li> </ul>	<ul style="list-style-type: none"> <li>• Working with people</li> </ul>
<ul style="list-style-type: none"> <li>• Analysing and researching</li> </ul>	<ul style="list-style-type: none"> <li>• Learning and developing</li> </ul>
<ul style="list-style-type: none"> <li>• Writing and reporting</li> </ul>	<ul style="list-style-type: none"> <li>• Mentoring and leading</li> </ul>
<ul style="list-style-type: none"> <li>• Presenting and communicating (verbally)</li> </ul>	<ul style="list-style-type: none"> <li>• Formulating strategies and concepts</li> </ul>

## Key Result Areas

### 1. Provide application support to meet the Commission's needs.

- Draft and maintain procedures and documentation for applications support.
- Advise on application security, licensing, upgrades, backups, and disaster recovery needs.
- Ensure that all requests for support are dealt with according to set standards and procedures.
- Identify and resolve issues with applications
- In conjunction with the Business Analyst, liaise with stakeholders to understand changes in requirements, and assist in addressing and resolving system issues.
- Liaise with other team member and vendors to effect minor and medium to large sized changes to Commission systems.
- Coordinate technical changes to maintain system capability.

#### *Outcome:*

- Commission's systems are effective, usable, supported and maintained, and in line with best practice.

### 2. Contribute to improving Commission technology systems and processes.

- Manage application enhancements to improve business performance.
- Understand the Commission's business processes and identify where the Commission can leverage software capabilities.
- Understand the Commission's system requirements and work with IS team members to provide solutions.
- Identify opportunities to improve technology systems and processed in line with the Commission's policies and procedures.

#### *Outcome:*

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

### 3. Contribute to IS projects and initiatives

- Assist and provide expertise on specific IS projects and initiatives as required.
- Research and provide relevant information as requested.
- Support the IS team in the implementation and maintenance of fit for purpose systems.

#### *Outcome:*

- Effective and timely support of assigned projects and tasks.

#### **4. Team development**

- Provide assistance to the Business Solutions Manager, CIO and other IS roles as required.
- Maintain own knowledge and expertise in own areas of accountability.
- Regularly update the IS team on issues and approaches that have added value to the organisation.

#### *Outcomes:*

- Valuable contribution to the development of the IS team and Organisation Performance Branch.
- Self-development.

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)

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

Experience	Level
• Experience in business analysis	Sound
• Experience managing/leading projects	Sound
• Experience in working within project management frameworks	Sound
• Experience in managing internal and external relationships	Expert
• Experience in information and document management systems and methodologies	Expert

Knowledge	Level
• Knowledge of Microsoft Office products especially Outlook, Word, Excel and PowerPoint	Sound
• Knowledge of relevant legislations (eg. Official Information Act, Crown Entities Act etc)	Sound
• Knowledge of the Commerce Commission's role and function, and the functions of each group	Sound

### 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.)