

Role Description

Title	Technical Business Analyst
Manager Title	Technology and Information Manager
Group	Biodiversity Heritage and Visitors
Band	F
Date	July 2025
Approved By	Deputy Director-General; Biodiversity Heritage and Visitors

Public Service

Ka mahitahi mātou o te ratonga tūmatanui hei painga mō ngā tāngata o Aotearoa

I āianeī, ā, hei ngā rā ki tua hoki, he kawenga tino whaitake tā mātou hei tautoko i te Karauna i runga i āna hononga ki a Ngāi Māori i raro i te Tiriti o Waitangi. Ka tautoko mātou i te kāwanatanga manapori. Ka whakakotahingia mātou e te wairua whakarato ki ō mātou hāpori, ā, e arahina ana mātou e ngā mātāpono me ngā tikanga matua o te ratonga tūmatanui i roto i ā mātou mahi.

In the public service we work collectively to make a meaningful difference for New Zealanders now and in the future. We have an important role in supporting the Crown in its relationships with Māori under the Treaty of Waitangi. We support democratic government. We are unified by a spirit of service to our communities and guided by the core principles and values of the public service in our work.

About DOC

The Department of Conservation Te Papa Atawhai (DOC) serves to protect and restore nature spaces and species across Aotearoa.

At the heart of our success is our strong DOC culture, built on clear values. Our integrity grounds us, our connections take us further together, we empower ourselves and others to do the best work, so we achieve more for nature and New Zealand.

Role purpose

The purpose of the Technical Business Analyst position is to provide business analysis expertise to define, develop and deliver fit-for-purpose monitoring information systems, so that insights and reporting can be readily achieved from our valuable Biodiversity, Heritage and Visitor data.

Key working relationships

Internal	External
BHV Business Units ISS teams Projects Delivery team (EPMO)	Software vendors

General

Employees are required to respond to DOC's changing needs, performing other tasks as reasonably required.

DOC may make reasonable changes to the role in consultation with the role holder.

You are required to maintain a strict sense of personal ethics, maintain confidentiality and privacy, and abide by DOC's Code of Conduct.

Accountabilities

Accountability	Including
Business analysis and solution design	Provide expertise and lead specialist technical and operational advice on the analysis, design and implementation of information systems, tools and process. Work with internal and external stakeholders to understand problem, needs, expose assumptions, and manage expectations to effectively facilitate technology selection and design for a fit-for-purpose solution. Conduct requirements analysis for initial assessment and detailed technical, integration and transition requirements as needed by assignment; prototype as needed for analysis. Conduct options analysis, risk and change impact assessments and provide recommendations based on industry best practices and organisational constraints. Prepare clear and concise requirements and system documentation which includes business and data needs, integration points and relevant design models. Effectively communicate requirements and solution designs effectively to technical teams, ensuring a common understanding of project deliverables. Perform data analysis and modelling activities to support business requirements and solution design. Analyse data, identify trends, and provide insights to inform decision-making and solution optimisation. Collaborate with vendors or external consultants, as required, to support business analysis activities. Support effective vendor management, including contract management, performance evaluation, and coordination of deliverables. Facilitate the development, implementation and change management for smaller implementations.
Projects for systems, tools and procedures	Understand group culture and business change impacts. Identify, promote and support changes required for sustainable adoption with the business group. Build trusted relationships and work with project teams and subject matter experts to develop comprehensive solution designs, ensuring they meet business needs. Contribute to project planning activities, including estimating effort, defining project scope, and developing project plans. Collaborate with project managers to ensure successful project execution and timely delivery of business analysis deliverables. Ensure change management strategies are incorporated into project plans

Accountability	Including
	including deployment, training, and sustainable operational roles and support. Identify and promote improvement opportunities. Systematically identify and address issues, challenges and risks that could affect implementation.
Capability development	Seek and act on learning opportunities to increase effectiveness in role. Support the learning and development of others by providing guidance and knowledge sharing of analysis methods and techniques. Stay updated with industry trends, emerging technologies, and best practices in business analysis.
Collaboration and relationship management	Influence, build and sustain trusted relationships. Promote a synergistic approach to solution implementation and work in partnership to deliver key outputs and outcomes. Facilitate the sharing and exchange of ideas and resources within team and across business units. Ensure Treaty partnership principles are honoured and supported in your work. Develop and sustain trust and connections with stakeholders to be able to achieve conservation outcomes.
Work management and delivery	Develop and maintain a business analysis plan for own work. Deliver on tasks as set out in work plans, performance expectations, and task assignments Identify critical issues and risks and ensure they are constructively raised and addressed Share information and insights to ensure colleagues are well-informed. Contribute to the development of BHV Systems repositories and operational support processes. Adhere to organisational policies, procedures, and governance frameworks related to BHV delivery. Ensure compliance with regulatory requirements and contribute to the development and improvement of governance processes. Manage knowledge and information to ensure it is secure, current, and appropriate access protocols are applied Take all practical steps to ensure your own safety and the safety of others in the workplace

Capabilities Required	
Specialist skills,	Promotes and demonstrates through phrasing and actions standard BA

Capabilities Required	
knowledge, and qualifications	principles: • See the whole • Think as a customer • Analyse to determine value • Get real using examples • Understand what is doable • Stimulate collaboration and continuous improvement • Avoid waste Technical acumen in business and digital transformation with strong analytical skills, proficiency in data analysis and understanding of system architecture and integration. Adept at systems thinking and ability to align deliverables with business outcomes and strategic goals. Consistently applies design thinking principles to solution design and evaluation. Ability to identify and understand applicable data and information management standards, Extensive knowledge and expertise in business analysis methods, tools and techniques. Demonstrable ability to select analysis method or model based on audience and purpose for the communication. Strong problem-solving skills and proactive investigation to understand business needs, touchpoints, and potential solution scope. Experience working in a technical operational environment providing user support and request triage. Experience working with a variety of technologies such as SQL, Excel / VBA, PowerBI, PowerApps, R and python Experience working in a variety of different software development and project methodologies. Demonstrable and consistent approach to personal work management. A clear, confident communicator, comfortable reaching out and facilitating conversations with developers, scientists and non-technical people. Understanding of the word “system” in terms of a grouping of interacting elements to form a unified component of people, process and technology.
Collaboration, relationship building, communication and interpersonal skills	Excellent stakeholder management skills, including the ability to engage with stakeholders at all levels, build relationships, and manage expectations. Proficiency in conducting stakeholder analysis, facilitating workshops, and resolving conflicts. Strong communication skills, written and verbal, to effectively convey complex concepts and ideas. Presents information clearly and concisely to technical and non-technical audiences. Negotiation and influencing skills to achieve consensus and drive decisions among stakeholders with competing interests. Ability to influence stakeholders and gain buy-in for proposed solutions.

Capabilities Required	
	Ability to collaborate effectively with cross-functional teams, including IT teams, project managers, and business stakeholders. Recognises importance of seeking and considering other perspectives Able to work effectively with peers to solve problems and provide support; gains trust easily Demonstrates and fosters collaboration across teams
Organisation contribution	Provides considered feedback and input to decision making Identifies and suggests opportunities to do things differently Proactively seeks to understand organisational or wider context of own role
Delivering results	Plans and organises work to deliver on objectives High personal and professional standards and accuracy
Treaty Partnership	Understands where the Māori Crown relationship is important to DOC Able to use day-to-day tikanga at work, e.g. waiata and pepeha Knows to seek advice or support when required

You are required to comply with the standard operating requirements of DOC, i.e., you must comply with the financial, health and safety, legal, people and other delegations set out in Standard Operating Procedures, policies, and instructions (refer to the Intranet for further information).