## Role Profile

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| **Job Title** | **Technical Business Analyst** |
| **Business Unit / Group Function** | Central Services |
| **BU Team / Sub-Function** | GTS |
| **Location** | Arete |
| **Leader** | Business Intelligence Leader |
| **People Leadership** | No |
| **Job Level** | 4B |
| **Role Purpose**   |  | | --- | | Provides technical expertise in designing, developing and delivering a BI technology platform that will support core business activities and decision making aligned to the WGS Corporate GTS strategy. | | |
| **Accountabilities**   |  | | --- | | * Capture, review and validate reporting requirements translating these into technical requirements to the required standard aligned to the WGS Corporate GTS strategy * Develop and maintain documentation (i.e. Report Design Specifications, Testing templates, etc.) to enhance internal processes and drive continuous improvement * Review and validate customer data, overseeing the deployment of data to the data warehouse in line with timescales * Support the promotion of new content throughout the development lifecycle in line with business requirements * Perform system analysis on deployed solutions ensuring these align with business requirements and reporting governance principles * Contribute to the continuous improvement in process, performance, productivity and quality in line with business standards * Train end-users to ensure proficiency with new solutions across multiple business functions * Contribute to and champion the ongoing BI Strategy alongside Business Leaders encouraging end user engagement * Proactively share knowledge with other team members, updating and documenting procedures to the required standard * Provide end-to-end system support for relevant BI applications including but not limited to ensuring support calls are closed within service level targets and system uptime meets agreed business targets | | |
| Created by: | Laura Kerr |
| Creation Date: |  |
| HRBP: |  |
| Date of last revision: |  |

**Competencies**

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| **Deciding and Initiating Action**  • Makes prompt, clear decisions which may involve tough choices or considered risks  • Takes responsibility for actions, projects and people  • Takes initiative, acts with confidence and works,  • Initiates and generates activity | **Persuading and Influencing**  • Makes a strong personal impression on others  • Gains clear agreement and commitment from others by persuading, convincing and negotiating  • Promotes ideas on behalf of self or others  • Makes effective use of political processes to influence and persuade others | **Adapting and Responding to Change**  • Adapts to changing circumstances • Accepts new ideas and change initiatives • Adapts interpersonal style to suit different people or situations • Shows respect and sensitivity towards cultural and religious differences.  • Deals with ambiguity, making positive use of the opportunities it presents |
| **Learning and Researching**  • Rapidly learns new tasks and commits information to memory quickly  • Demonstrates a rapid understanding of newly presented information  • Gathers comprehensive information to support decision making  • Encourages an organisational learning approach (i.e. learns from successes and failures and seeks staff and customer feedback).  • Manages knowledge (collects, classifies and disseminates knowledge of use to the organisation) | **Delivering Results & Meeting Customer Expectations**  • Focuses on customer needs and satisfaction  • Sets high standards for quality and quantity  • Monitors and maintains quality and productivity  • Works in a systematic, methodical and orderly way  • Consistently achieves project goals | **Coping with Pressures and Setbacks**    • Works productively in a pressurised environment  • Keeps emotions under control during difficult situations Handles criticism well and learns from it  • Balances the demands of a work life and a personal life. Maintains a positive outlook at work.  • Handles criticism well and learns from it |

**Skills and Experience**

Degree qualified (Computer Science/ IT Specialism) or equivalent industry experience within a dynamic, commercial IT environment

3-5 years of experience in a Technical Business Analyst role or similar Developer role

Strong technical knowledge of Enterprise Level BI & Azure components, Software Development Lifecycles, Technical Infrastructure, and IT Service Management

Strong communication, process, logical thinking and organisational skills

Proven track record of working in a complex business change environment

Exposure to Data Stewardship and Data Catalog tools is desirable