## 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**

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|  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.  |

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| **Accountabilities**

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|  * 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
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| 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