

DIGITAL ANALYST, KAITĀTARI MATIHIKO



REPORTS TO	LOCATION	DIRECT REPORTS	GROUP
Digital Delivery Manager, Pouwhakahaere Whakarato ā-Matihiko	Auckland/Wellington - Hybrid	Nil	Digital and Data

“Our purpose is to grow companies internationally – bigger, better, faster – for the good of New Zealand”

“Tā mātau whai kia whakakaha kamupene – kia nui ake, kia pai ake, kia tere ake – mō Aotearoa ngā whiwhinga”

WHY IS THIS ROLE IMPORTANT? | TE MANA Ō TE MAHI?

NZTE is on a digital journey. We need to ensure we are solving the right problems and curiously digging deeper to understand the needs of NZTE and our customers, to support the growth of NZ companies internationally for the good of New Zealand. The Digital Analyst is a crucial role, responsible for facilitating effective communication and collaboration between our stakeholders, the product team, and cross-functional agile delivery squads. The role works end-to-end from enquiry in the discovery phase, through to execution in production.

WHAT'S THE ROLE ABOUT | TE NGAKO Ō TE MAHI?

The most important work of this role is to...

- **Relationships, communication, and collaboration:**
 - Collaborate with product manager/s and owner/s, stakeholders, and delivery team members to gather, analyse, and validate business requirements, user stories, and acceptance criteria.
 - Identify and resolve any ambiguity in requirements by facilitating discussions and negotiations among stakeholders and delivery team members.
 - Clearly communicate technical concepts to non-technical roles.
- **Business analysis:**
 - Conduct detailed analysis of business processes, workflows, and data to identify areas of improvement and recommend solutions.
 - Identify issues, dependencies, risks and benefits of existing and proposed solutions, and outline business impact, track progress, and proactively communicate any potential issues or delays to product.
 - Understand our users/customers, to champion and advocate for their needs with the delivery team.
 - Robust challenging of proposed solutions to ensure they are simplified, maintainable, favour system configuration over customisation, and consider third-party tools.
 - Advocate continuous development, releasing MVP/MLP, with following iterations and improvements captured in the backlog.

- **Facilitate decision-making:**

- Assist in the estimation and prioritisation of user stories, ensuring that they are well-defined, feasible, and aligned with the overall product goals.
- Facilitate understanding of technical concepts and solutions for non-technical roles and deliver concise recommendations to key decision-makers by clarifying options and ideas.

- **Documentation:**

- Translate business requirements into actionable tasks and collaborate with the squad to create user stories that can be prioritised by product and executed by the delivery team.
- Redesign and/or model customer, business, and technical processes using Miro, Confluence etc.
- Champion quality and best-practice, by peer reviewing documentation and artefacts.

- **Teamwork:**

- Actively participate in scrum ceremonies, including identifying and facilitating additional sessions to assist stories in becoming development ready, as well as actively contributing to retrospective meetings for process improvement and overall team efficiency.
 - Facilitation of workshops to get features ready for development e.g. gathering requirements, helping with solution design, identify and break down the work into stories, sizing of work with the squad.
 - Collaborate with the delivery team during the implementation phase to provide clarification, resolve queries, assist with testing, and ensure that the developed features meet the desired outcome / acceptance criteria.
 - Support the product owner/manager in maintaining and prioritising the product backlog, ensuring that it remains up-to-date and reflects the evolving needs of the business and our customers.
 - Work in the discovery phase to dig deeper into the work and help identify considerations early in the process, highlighting when different expertise should contribute.
- Establish collaborative and effective relationships with a cross-functional squad, working daily with Product (Product Owner and/or Product Manager), Scrum Master, Designer/s, Developers, Tester/s, CRM specialist/s, Analyst/s, and Delivery Manager. Additionally, creating close relationships within the Analyst discipline, along with the other delivery squads, is integral to identifying dependencies and potential risks and impacts, and maintaining best practice.
 - Work as a liaison between various internal stakeholders, subject matter experts, other Digital and Data teams, and external partners to identify and translate business requirements for the NZTE environment.

Success in this role means:

- Clear and concise documentation of technical, business, and customer workflows to ensure that Digital Delivery, Product, and key stakeholders have a thorough understanding of the proposed process and experience. This documentation enables well-informed decision-making regarding scope, flows through to the story-writing process, and ensures clear capture of what is delivered. The artefacts are well supported through clear communication to both technical and non-technical team members and stakeholders.
- Key stakeholders (Product, Delivery, SMEs) are kept informed on the squad product development, so that interdependencies are identified, and expectations are managed.

- End-to-end product delivery runs smoothly and efficiently, through clear communication, facilitation of decision-making, articulation of work, and delivery dependencies are covered.

WHAT CAPABILITIES ARE NEEDED TO SUCCEED | Ō PŪKENGA?

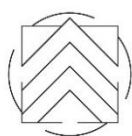
- **Collaboration** – works cross-functionally to contribute to an environment of teamwork, trust, and collaboration; ensuring work is completed in an efficient and effective manner and meets the sprint goal/s. Proactively works with fellow squad members to continuously improve processes and work, leading to high-quality iterative deliverables for our customers and business. Works closely with Product, stakeholders, and key team members during the discovery phase, to creatively explore ways to problem solve and get work ready to socialise with the squad.
- **Strong communication** – clear and concise articulation of problem/s to solve, translation of design and technical concepts into well understood solutions. Confident facilitator of sessions with team to understand the work and effort involved, and potential iterations; clearly played back to Product Owner/Manager and Delivery Manager to support informed decision-making. Regular and proactive communication with cross-functional team, subject matter experts, and stakeholders, to remove ambiguity and move work forward ready for development. Curious, open-minded, and confident to dig deeper and ask probing questions.
- **Technical competency** – solid and demonstrated knowledge and application of business analysis techniques and artefacts, translating complex requirements into actionable tasks, identified risks and dependencies, that are well understood, both by technical and non-technical team members through clear user stories and acceptance criteria. Understanding of Scrum methodology and practical application in an organisation. Works end-to-end, from discovery through to execution in production, managing multiple priorities in a dual track approach, ensuring deadlines are met so that work is sprint-ready for developers. Familiarity with product management concepts and practices, and the Microsoft technology stack (particularly Dynamics/CRM) would be advantageous.
- **Business acumen** – understands the NZTE environment, our operating models, and proactively gets closer to relevant areas of the business to support the discovery phase and analysis. Understand our users/customers (internal and external), champion and advocate for their needs with the product and delivery teams. Operates with a continuous improvement mind-set to identify opportunities.

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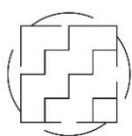
Our characters | Ō mātou uara

- **Ambition drives us** – Our ambition for our customers is high, and we always rise to the occasion. We help meet their business expectations by expecting greatness of ourselves.
- **Adventure teaches us** – Experimentation is more powerful than perfection, as only through learning from our missteps can we truly succeed. That's why 'giving it a go' is the best way to learn.
- **Honesty frees us** – We explore challenges with an open mind. Only when we ask questions and truly listen can we discover the right way forward.
- **Trust binds us** – Our people may be worlds apart, but it's trust that holds us together. Growing a nation is only possible when we keep promises and honour commitments.
- **Manaaki is us** – We celebrate the mana (strength and dignity) of each other as being equal to or greater than our own. We strive to enhance mana in everything we do through our hospitality, generosity and mutual respect.

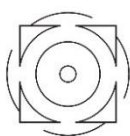
It's when these five characters work together that we truly become One Global Team – that's the real superpower of our organisation and how we achieve so much for our customers.



AMBITION
Drives us



ADVENTURE
Teaches us



HONESTY
Frees us



TRUST
Binds us



MANAAKI
Is us

How we lead at NZTE | Ā mātou kawenga ki Te Taurapa Tūhono

Leadership at NZTE takes a broad definition. We see leaders as those who lead others. That can include formal people leaders, leaders through influence or those who are leading our customers. At NZTE we define leadership as *"enhancing mauri to deliver impact"*.



NZTE is committed to uplifting the mana of Māori as tāngata whenua and recognises Te Tiriti ō Waitangi/ the Treaty of Waitangi as Aotearoa's founding document.