**Position Description**

| **Position title** | Functional Analyst |
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| **Division** | Information Technology Services |
| **Reports to (Title)** | Analyst Manager |
| **Direct Reports** | None |
| **Functional Relationships with** | Product owner; Developers; Project Managers; Solution Architects; Testers; Analysts; Operational teams; Other staff |

| **MAIN PURPOSE OF POSITION**  |
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| You’re responsible for applying your understanding of a set of technologies in a line of business to achieve outcomes for the University of Auckland. Your expertise in your field ensures you’re aware of the attributes, characteristics and functions of applications and processes within your field. You will be part of a cross-functional delivery team, tasked with delivering solutions in a University portfolio. Your team will deliver great outcomes for our stakeholders and the University. The team will invest in relationships, technology, and processes, to achieve the standard of a high-performance, highly-engaged team. |

| **KEY ACCOUNTABILITIES**  | **RESULTS/STANDARDS EXPECTED** |
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| **Analysis** | * Serve as the knowledge resource for our internal customers with a solid understanding of application functionality
* Provide support for applications
* Mentor and ‘Train the Trainer’ on using products
* Provide input into requirements, high-level design, analysis, planning documents and activities
* Identify recurring issues, conduct triage, root cause analyses, and provide metrics as required
* Escalate any issues as appropriate, using appropriate hand-off and communication procedures and processes
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| **Implementation** | * Use applications to achieve business outcomes
* Support cyclical business activities from a technology perspective
* Configure applications to meet the needs of business processes
* Satisfy requests using appropriate systems and processes and ensure timely resolution, tracking and monitoring
* Resolve incidents in a timely manner
* Create reports as needed
* Document procedures and systems
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| **Collaboration** | * Embrace a team culture, support your colleagues, and contribute to the growth of the team unit
* Build positive and effective relationships
* Contribute to improvement of the software development practice
* Ensure that knowledge is shared or documented
* Technical implications are explained in simple and clear terms
* Provide honest constructive feedback
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| **Customer Service** | * Represent IT positively in all engagements
* Work with stakeholders to understand business needs
* Provide quality customer service to all customers and stakeholders
* Set realistic customer expectations
* Use stakeholder feedback to improve processes and service delivery
* Relationships are professional, respectful, and robust
* Feedback is actively sought and acted upon
* Ensure that in-progress work is deployed to production in a timely manner
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| **KNOWLEDGE, SKILLS, EXPERIENCE AND CAPABILITIES** |
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| **Experience** | Essential* At least 2-5 years experience in a business or applications role
* Has been involved in applications support
* Has been an active member of a collaborative team
* Experience engaging directly with customers

Preferred* Experience working in a large, complex, organisation
* Experience in roles within higher education environments
* Has been involved in a wide range of project implementations
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| **Technical Skills and Knowledge** | * Applications experience, across a selection of systems, business areas, and scales
* Technical troubleshooting skills
* Ability to identify and interpret customer needs
* Basic solution design skills
* Awareness of the wider applications ecosystem, ranging from infrastructure through to support and strategy
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| **Qualifications** | Qualification or experience equivalent to a degree in Software Engineering, Computer Science, or Information Systems. |
| **Leadership Capabilities**  | Essential *Refer to the Leadership Framework Table One.* |
| The five leadership dimensions and associated capabilities (5D Leadership) reflect and encourage a culture of distributed leadership for all staff. The Leadership Framework is an important part of how we attract, select, develop and enable staff achievement.For the annual Professional Staff performance and development planning and review process (EVOLVE), you and your manager will choose the appropriate capabilities as outlined in the [EVOLVE process](https://www.staff.auckland.ac.nz/en/human-resources/evolve.html). |

| **DELEGATED AUTHORITY** |
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| **Human Resources**No formal responsibility for staff. |

| **HEALTH AND SAFETY** |
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| **All staff have a responsibility for their own health and safety, and that of others who may be affected by their work and their acts or omissions.**Staff will:* Ask for assistance if they are unsure what to do
* Make themselves aware of and follow the contents of the University’s Health and Safety Policy, standards and guidelines
* Undertake all health and safety training and induction, as required
* Report any unsafe or unhealthy working conditions or any faults in equipment to the Academic Heads or Directors of Service (or their delegated nominee)
* Ensure that all appropriate personal protective equipment is worn or used as required
* Familiarise themselves with and adhere to local emergency procedures and how to provide appropriate assistance to others
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| **SUSTAINABILITY AND ENVIRONMENT** |
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| **Staff must accept responsibility for, and contribute towards implementing the University’s commitment to sustainability as defined in our Sustainability Policy and the on-going improvement of our environmental performance, as identified in our policy and Strategic Plan 2013 – 2020.**This includes**:*** Undertaking professional activities in ways that serve to reduce the consumption of energy, water and material resources, and to minimise our wastes and emissions
* Considering and applying the Principles in the University’s Sustainability Policy within the context of this position description and encouraging others to do the same
* Building on existing activities and applying a continuous improvement approach to identify, initiate and participate in new ones
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| **FINANCIAL RESPONSIBILITY** |
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| **Budget Expenditure**• No authority to commit to expenditure.**Purchase Orders** • No authority to approve or issue purchase orders.**Purchase Card (P-Card)**• No authority to use a Purchase Card (P-Card)**Correspondence**• No authority to sign external correspondence |

| **TABLE ONE: 5D LEADERSHIP CAPABILITIES****These capabilities are for Professional Staff (except Senior Leaders) and Academic Staff:** Lecturer, Research Fellow, Senior Research Fellow, Professional Teaching Fellow and Senior Tutor |
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| **Dimension** | **Capabilities** |
| **C:\Users\sdau001\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.Outlook\JBCWHJNV\LeadershipIcon.jpg****Exhibiting Personal Leadership** RangatiratangaRole modelling leadership behaviours to engage others and support the University’s values and aspirations. | **Personal Attributes:** Displays integrity, professionalism, adaptability and courage, accurately perceiving and interpreting own and others’ emotions and behaviours in the context of the situation to effectively manage own responses, reactions and relationships. |
| **Interpersonal Effectiveness:** Communicates with clarity, using constructive interpersonal behaviours and interactions to influence others, resolves conflict and inspires cooperation and achievement.  |
| C:\Users\sdau001\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.Outlook\JBCWHJNV\DirectionIcon.jpg**Setting Direction** Mana TohuEstablishing and committing to plans and activities that will deliver the University’s strategy.  | **University Awareness:** Displays an understanding of the international and commercial context in which the University operates and how the University works to successfully achieve results.  |
| **Planning & Organising:** Establishes courses of action for self/and others to ensure that work is completed efficiently, while building/contributing to a successful work/project/research team. |
| **Stakeholder Service:** Ensures that the service provided to stakeholders is a driving force behind decisions and activities; crafts and/or implements service practices that meet the needs of stakeholders (including students and staff) and the University, including a safe and healthy environment.  |
| C:\Users\sdau001\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.Outlook\JBCWHJNV\InnovatingIcon.jpg**Innovating and Engaging** WhakamatāraIdentifying, creating and responding to relationships and opportunities to improve and progress the University.  | **Relationship Building:** Establishes and maintains effective working relationships with stakeholders inside and outside the University, using an appropriate interpersonal style to advance the University’s objectives. |
| **Facilitating Change & Innovation:** Facilitates and supports University changes needed to adapt to changing external/market demands, technology, and internal initiatives; initiates new approaches to improve results by transforming University/community culture, systems, or programmes/services.  |
| C:\Users\sdau001\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.Outlook\JBCWHJNV\EnablingIcon.jpg**Enabling People**HāpaiDeveloping self, others and teams so they can realise the University's strategy and values. | **Scholarship / Professional Development:** Engages in discovering, integrating, applying and disseminating the knowledge and professional skills necessary to be successful in current and future roles; promotes collegiality and actively pursues development experiences to improve personal impact and that of the University. |
| **Valuing Equity:** Works effectively to support the University’s commitment to Māori, Te Tiriti o Waitangi and equity, and values the capabilities and insights of individuals (both inside & outside the organisation) with diverse backgrounds, styles, abilities, and motivation. |
| **Coaching and Developing Others:** Provides feedback, instruction, and development guidance to help others (individuals and teams) excel in their current or future responsibilities; plans and supports the development of individual/team skills and abilities.  |
| OR |
| **Leading Teams:** Uses appropriate methods and interpersonal styles to develop, coach, motivate, and guide the work/project/research team to attain successful outcomes and objectives. |
| C:\Users\sdau001\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.Outlook\JBCWHJNV\AchievingIcon.jpg**Achieving Results** Whai huaAccepting accountability for making decisions and taking action to deliver the University's strategy and deliver excellent results.  | **Decision Making:** Identifies and understands issues, problems, and opportunities; compares data from different sources to draw conclusions and uses effective approaches for choosing a course of action or developing appropriate solutions; takes action that is consistent with available facts, constraints, and probable consequences. |
| **Delivering Results:** Sets high objectives for personal/group accomplishment; uses measurement methods to monitor progress toward goals; tenaciously works to meet or exceed goals managing resources responsibly; seeks continuous improvements. |