POSITION DESCRIPTION

Position Title:	ICT Business Analyst
Department:	ICT Department
Reports to:	Chief Technology Officer, through the Manager ICT Operations
Term of Employment:	Permanent Position subject to six (6) months' probation

The Role
The role will core responsibility includes:

- Analyse business processes and identify areas for improvement.
- Gather detailed business requirements through interviews, workshops, and surveys.
- Document requirements in a clear and concise manner suitable for both business and technical stakeholders.
- Work with IT teams to design IT solutions that meet business needs.
- Assist in the development and implementation of these solutions.
- Ensure solutions are implemented within timelines and budgets.
- Act as a liaison between the business units and the IT department.
- Communicate effectively with stakeholders at all levels.
- Manage expectations and ensure stakeholder buy-in for IT initiatives.
- Coordinate and participate in user acceptance testing (UAT).
- Ensure that solutions meet business requirements and are of high quality.
- Identify and document any issues or risks associated with the implemented solutions.
- Assist in project planning and monitoring progress.
- Provide regular updates to stakeholders on project status.
- Ensure projects adhere to frameworks and all documentation is maintained appropriately.
- Continuously analyze current processes and systems for improvements.
- Stay updated with the latest trends and technologies in IT and business analysis.
- Be part of the team to manage End of Day Banking responsibilities.
- The role requires flexibility to work outside of their core responsibilities and may include taking on other responsibilities from time to time.

Core Competencies/Skills and Abilities
Technical Skills
- Experience as an IT Business Analyst or similar role would be an advantage
- Strong analytical and problem-solving skills.
- Excellent communication and interpersonal skills.
- Passionate about learning, documenting and applying business process knowledge using re-engineering and modelling concepts.
- Familiarity with project management principles and software.
- Ability to work under pressure and manage multiple priorities.
- Be Customer focused and have proactive appropriate to addressing issues.
- Be a great communicator, both oral and written English and Samoan.
- Be passionate about collaborating, learn, and share.
- Be detailed oriented and multitask.
- Values strong ethics acting with integrity and respect, upholding the nbs Code of Conduct

Qualification
- Bachelor's degree in Information Technology, Business Administration, or related field.

Remuneration
- The position offers an attractive remuneration package based on qualification and experience.

Reporting, Supervision and Performance Evaluation
- Reports to Chief Technology Officer through the Manager Operations, ICT Department
- Performance will be evaluated by the Manager of Operations in consultation with the Head of People and Administration and the Chief Technology Officer.

JD Created:	1 September 2023	JD Last updated:	
Head of HR: *(Signature)*		**CTO:** *(Signature)*	
Updated by:	Alex Abraham		

The above information is intended to describe the general nature and level of work being performed and therefore does not imply that the duties/skills listed are the only duties/skills only to be performed by the appointee. nbs employees may be required to perform duties outside of their normal responsibilities as needed.