The University of Waikato
Te Whare Wānanga o Waikato

POSITION DESCRIPTION

Senior Business Analyst

Reports to:	Head of Project Delivery
Division:	Information Technology Services (ITS)
Tenure:	Permanent
Location:	Hamilton
Date:	November 2026

Vision

Ko te tangata

A research-intensive university providing a globally connected, innovative and inclusive studenty experience in an environment characterised by a commitment to diversity, respect for Indigenous knowledge, and high levels of community engagement.

Values

Ko te mana o Te Whare Wānanga o Waikato ka herea ki tō tātou:
- Tū ngātahi me te Māori
- Mahi pono
- Whakanui i ngā huarahi hou
- Whakarewa i te hiringa i te mahara

The University of Waikato places a high value on:
- Partnership with Māori
- Acting with integrity
- Celebrating diversity
- Promoting creativity

1. GENERAL

Our University's digital vision is "Digital connects us and moves us forward."

Information Technology Services (ITS) leads digital direction, manages and protects the digital ecosystem, supports digital initiatives and delivers digital services that ensure the University can teach, research and operate successfully in a secure, resilient, connected, sustainable and future-ready digital environment.

ITS is part of the Corporate Services Group within the portfolio of the Chief Operating Officer.

2. POSITION PURPOSE

The Senior Business Analyst is a pivotal member of the Project Delivery office within the Information Technology Services (ITS) department. This role is responsible for leading the Business Analysis discipline and supporting the successful delivery of the ICT programme of work.

The Senior Business Analyst will champion best practices in business analysis, provide mentorship and guidance to team members, and ensure that business solutions are robust and aligned with the University's strategic objectives. This role involves collaborating with stakeholders to understand and address university-wide information and business needs, driving continuous improvement, and fostering a culture of excellence in business analysis.

3. FUNCTIONAL RELATIONSHIPS

Internal:

- Business Analysts
- Test Analyst
- Project Managers
- Chief Information Officer
- ITS managers and team members
- Vice Chancellor's Office, Pro Vice-Chancellors, Deans and Directors
- University staff and students

External

- External stakeholders, vendors and strategic partners of University of Waikato

4. KEY RESPONSIBILITIES

Business Analysis

- Define project scope and develop business cases for ICT and University projects.
- Understand business requirements by conferring with business units and application development staff.
- Design academic processes and systems to achieve strategic goals.
- Conduct proof of concepts, write recommendations, and advise on decision making.
- Perform business needs analysis with stakeholders to achieve strategic goals.
- Use appropriate tools and techniques to elicit and document requirements clearly and consistently.
- Analyse and document requirements, prioritise, verify, validate, and trace them.
- Work with relevant stakeholders on the development of Business Cases for ICT Projects.
- Assess and validate solutions to ensure they meet business needs and deliver value.
- Act as the conduit between the customer community and the technical team.
- Lead the development of User Acceptance Test plans and coordinate stakeholders on testing activities.
- Assist in the development of user training plans and training activities on projects.

Business Analysis Discipline

- Champion and continuously develop the Business Analysis discipline within ITS and advocate this for the wider University.
- Lead the development and implementation of methodologies for Business Analysis and Business Process Modelling.
- Provide coaching and support to Business Analysts, including contracted resources.
- Mentor University staff on business analysis and business process redesign.
- Identify potential business improvement opportunities by liaising with staff and managers.
- Undertake Business Process Redesign and Change Management activities as required for projects.

Business Architecture

- Support the development of the enterprise business and data architecture.
- Ensure business requirements align with overall architectural framework and standards and communicate decisions to stakeholders.
- Guide staff on the impact of architectural decisions on business processes.
- Create high-level views of enterprise business models and processes.
- Identify and describe processes that affect the entire organisation.
- Define shared data across the enterprise and their relationships.
- Ensure projects do not duplicate functionality or diverge from business and IT strategies.

Testing Practices

- Collaborate with the Test Analyst to develop and maintain the Testing framework.
- Implement specialist methodologies for testing.

Team Contribution

- Work effectively as a member of the Project Delivery team to support other team members and provide support and/or coverage of functions.
- Work collaboratively to encourage transparency across activities, open sharing of knowledge, and the building of positive relationships to support a high-performance culture.
- Work with other team members on projects.
- Support a positive culture and morale.
- Comply with and undertake responsibilities set out in the University's Health and Safety Policy.

Continuous Improvement

- Actively contribute to the ongoing development and improvement of University ITS systems and processes.

NOTE: Staff have an annual Objectives, Development and Reflection (ODR) meeting with their manager.

5. PERFORMANCE STANDARDS

The Senior Business Analyst will be performing satisfactorily when:

- Business Analysts have a framework that is developed and monitored.

- Standards and guidelines are agreed with ITS Management and other relevant stakeholders for the development and implementation of fit for purpose Business Analysis practice.
- Appropriate Business Cases are developed for ICT project initiatives through to the stage that the project portfolio can be adopted by the relevant approval committee.
- Discovery / Analysis is completed to guide and inform strategic initiatives.
- Business Analysis artefacts are documented and authorised by relevant organisational entities.
- Positive feedback is received from business and customer stakeholders.
- Quality solutions are proposed and designed that meet user requirements and internal standards.
- Interactions in the course of performing duties are conducted professionally, respectfully and collaboratively.
- Safe and healthy work practices are followed that comply with University policies and procedures, relevant work standards and statutory obligations.

PERSON SPECIFICATION

EDUCATIONAL QUALIFICATIONS

Essential

- Bachelor's degree or higher in Business, Commerce, MIS, Computer Science or similar or may be equivalently obtained through experience within the industry.

Desirable

- Graduate / Postgraduate degree in Business, Commerce, or related field.
- International Institute of Business Analysis (IIBA) Certification or equivalent Professional Development courses.
- TOGAF Certification.

SKILLS, KNOWLEDGE and EXPERIENCE

Essential

- Proven industry experience in a Business Analyst/Senior Business Analyst role (5+ years of Business Analysis experience in a complex enterprise environment).
- Three years' experience in a related business environment.
- Expertise in mapping existing and developing new business capabilities and processes.
- Experience in organisational change management; ability to act as a change agent.
- Expertise in eliciting and analysing business needs and requirements (user/functional and non-functional).
- Knowledge of best-practice specialist methodologies for Business Analysis (e.g., Business Analysis Body of Knowledge from IIBA or similar).
- Hands-on expertise with Business Analysis techniques such as business process modelling, data models; exploring behaviour models using use cases, user experience design, storyboards, wireframes, user profiles, and user stories.
- Understanding of the Software Development Life Cycle in both structured, object-oriented,
- Proven experience in analysing complex information and processes with sound conceptual skills.
- Experience and knowledge of corporate data systems.
- Strong written and oral communication skills, including previous experience in the development of Project Briefs, Business Cases, Statements of Work, and other project documents, functional and technical specifications, manuals, and similar material.
- Ability to present technical issues to non-technical audiences.
- Experience with Microsoft products such as MS Project, Visio, MS Office, etc.
- An ongoing awareness of and interest in technological developments and their implications.
- Excellent planning and organisational skills, including the ability to establish priorities.
- Demonstrated ability to innovate, identify improvements, find solutions to problems, and implement change.
- Demonstrated ability to deal with conflicting interests and difficult situations.
- Commitment to equal opportunity and to the University's partnership with Māori as intended by the Treaty of Waitangi.

Preferred

- Experience working in a tertiary research and teaching environment.
- Knowledge of the organisation and administration of a tertiary institution.
- Information Technology Infrastructure Library (ITIL) Foundations Certificate or knowledge of ITIL processes.
- Understanding of the Prince2 Project Management methodology.
- Understanding of Agile Project Management methodology.
- Experience in implementing projects using both Waterfall and Agile project delivery methodologies.
- Experience with User Acceptance Testing.
- Experience in project planning and control.
- Experience developing Use-Case scenarios.
- Ability to apply information and communication technologies to achieve desired outcomes and maintain and update those skills.
- Experience with visual modelling and design tool.

PERSONAL QUALITIES

- Ability to lead teams to achieve goals and objectives.
- Ability to engage, present, and communicate with all levels of staff and key stakeholders.
- A high level of business analysis knowledge.
- Consistently develops and sustains cooperative working relationships.
- Customer service orientation.
- Systems thinking – the ability to see how parts interact with the whole (big picture thinking).
- Strong analytical and critical thinking ability.
- Interpersonal skills including collaboration, facilitation and negotiation.
- Stakeholder relationship management, presentation, facilitation, negotiation, conflict resolution, persuasion, motivation and teamwork.
- Ability to explain complex technical issues in a way that non-technical people may understand.
- Proven organisational skills including the ability to establish priorities and remain focused under pressure.
- Emotional intelligence, self-awareness and confidence when managing stakeholders with conflicting requirements.
- Commitment to a culture of openness, flexibility and cooperation to achieve excellence in academic programmes and services.
- Commitment to diversity principles and the University’s partnership with Māori as intended by the Treaty of Waitangi.