

SHAPING AN  
AWESOME  
HAMILTON

# Digital Analyst

## People, Performance and Culture

### About us

Our purpose is to improve the wellbeing of Hamiltonians. To fulfil our purpose, we need to become the leading community-focused Council, so that Hamilton's full potential can be unlocked – making it the best place to live.

Our staff are at the heart of everything we do. We value *kia urutau* (adaptability), *kia ngaawari* (simplicity), *kotahitanga* (inclusiveness), *kaitiakitanga* (guardianship), and *kia manawanui* (ambition). These values drive the way we think about how we do our work to stay true to our purpose. We need people on our team who understand that this value-driven thinking and mindset is the foundation of their performance.

### About the position

This position sits within the **People, Performance and Culture group**. This group is all about delivering our mission of becoming the leading, community-focused council by enabling everyone who works here to deliver their very best, every day. Read on to find out more about the role.

## What you will do

In this role, you will:

- Engage and partner with the wider business at all levels.
- Play a pivotal role in bridging the gap between business processes and technology solutions.
- Be responsible for understanding the needs of various departments within the organisation and translating them into user stories and where possible mapping these to existing solutions.
- Work with the wider platform team to seek out an appropriate solution.
- Form deep relationships across the organisation and an understanding of our shared objectives and goals.
- Help teams in the organisation to be successful, finding innovative ways to improve user experience, customer experience and embedding insights into everything we do.

Reports to	Platform Manager
Responsible for (total number of staff)	Nil
Delegation	\$0
Budget	\$0

## Key responsibilities

Some of the **key responsibilities** for this role include:

- Collaborate with department heads and key stakeholders to understand and document their specific needs in the form of user stories.
- Seek to leverage our existing technologies to deliver business needs.
- Translate business needs into user stories, ensuring that proposed

solutions are feasible, cost-effective, and meet the organisation's requirements.

- Work across platform teams to support effective change and support outcomes.
- Seek to maximise our technology investments and consolidate our platforms where possible.
- Where common challenges or requests are found across the organisation, seek to connect these groups together to solve the problem once.
- Oversee and participate in system testing to ensure the solution works as intended.
- Support the development of user guides, manuals, and training modules to facilitate seamless adoption of new systems or changes in existing systems.

## How you will do this

Our team culture is critical to our success. It's vital everyone who joins our team is an ambassador for our values, so together we can drive the best possible outcomes for our community.

## Your mindset, skills, knowledge, and experience

You actively work at being the 'best version of you' and your mindset and behaviours have a positive impact on others.

## You bring to the role

- Degree-level tertiary in a relevant discipline.
- At least 5 years' experience in a similar role.

- Ability to dissect complex business processes, understand challenges, and envision potential technological solutions.
- While not necessarily a developer, you should possess a solid understanding of IT concepts, methodologies, and tools.
- Excellent written and verbal communication skills to convey technical requirements and concepts clearly to non-technical stakeholders and vice versa.
- Capability to identify issues and devise effective solutions promptly.
- Ability to work with various stakeholders, understanding their unique needs and managing expectations.
- The ability to organise, prioritise, and oversee multiple projects ensuring timely delivery and adherence to specified requirements.
- The tech world is ever evolving. Experience in being receptive to changes and agile in adapting to new technologies or methodologies is crucial.
- Experience in collaborating effectively with cross-functional teams to ensure seamless execution of projects.

**Note:** This position description is a broad outline of the key activities and responsibilities for this role. Key responsibilities may vary from time-to-time, at the request of the manager, to accommodate the operational needs of the team.

### Health, safety and wellbeing

All of our people have a responsibility for their own and others health and safety. This includes following all health and safety policies and procedures, including reporting events and hazards, and participating in health, safety and wellbeing programmes and initiatives as required.

### Civil Defence

Completes Civil Defence training and participates in events as required.