

# Systems Analyst

## Position Description

<b>Business Unit</b>	Digital/Office of the CE	<b>Department</b>	Digital
<b>Reporting to</b>	Chief Digital Officer	<b>Total FTE (approx.)</b>	N/A
<b>Location</b>	TBC	<b>Grade/Band</b>	TBC
<b>Delegations</b>	TBC	<b>Review Date</b>	July 2026

### About the Organisation

This organisation is a new joint Council Controlled Organisation (CCO) for Hamilton City Council (HCC) and Waikato District Council (WDC) that will take over the provision of water services from 1 July 2026. This transition will occur in stages such as the current Watercare contract for Waikato District Council transferring to the CCO on 1 July 2026.

An Establishment Board, made up of an Executive Chair and two members, will be set up from 1 July 2025. This Board will manage the transition of staff, assets, and responsibilities from both councils to the new CCO. The WDC contract with Watercare is in place until 2028 and will be managed by the CCO from 1 July 2026.

Between July 2025 and July 2026, the Board will also begin shaping the CCO's long-term direction, including creating a Water Services Strategy to ensure safe, reliable, and efficient water services that support community wellbeing. The CCO will initially use the Council systems through a shared service agreement, but a strategic focus for the CCO is to also have the digital and operational technology environment in place as the organisation grows into the future beyond 2028.

### Position Purpose

Reporting to the Chief Digital Officer, the Systems Analyst is responsible for researching, analysing, developing and integrating or implementing software systems and solutions for the CCO, with a focus on the CCO digital environment post-2028.

Working in alignment with the digital strategy and well-connected with the end users, the role provides advice and solutions to ensure technology, systems and processes are well equipped to support the CCO from 2028 onwards.

Responsibility for the establishment of digital services and operating technology for Day 1 (1 July 2026) and the operation of digital platforms and systems between 2026 and 2028 will remain the responsibility of the two councils and Watercare under shared services and contractual arrangements.

## Position Specific Responsibilities

Accountability	Deliverable
Research and analysis	<ul style="list-style-type: none"> <li>• Research, audit, assess and evaluate the current-state capabilities to analyse future technical and system requirements after 2028, working closely with stakeholders including the IT teams at Hamilton City Council, Waikato District Council and Watercare.</li> <li>• Be fully conversant in all CCO systems, viewed as the systems expert, and advise on fit-for-purpose future systems, or possible improvements to current applications.</li> <li>• Research and assess current limitations and interdependencies to inform opportunities for future including process improvements to key software applications and user processes improvements.</li> <li>• Assess system ability to migrate, integrate or consolidate into a commercial joint CCO, including assessing future operational requirements and future customer management.</li> <li>• Assess and report on risks during transition, set up and implementation.</li> <li>• Review and assess required documentation for business applications and review, amend or develop, Standard Operating Procedures (SOPs).</li> <li>• Recommend appropriate changes to systems to ensure they are fit and effective for the CCO end user in future.</li> </ul>
Solution evaluation, planning and development	<ul style="list-style-type: none"> <li>• Evaluate solutions and make recommendations for future (focussed on post-2028) that align with end user requirements, regulatory standards and legislative compliance.</li> <li>• Identify and create specifications for planned future solutions to improve efficiency, accuracy or end user satisfaction allowing for population growth and scalability.</li> <li>• Develop systems, platforms and apps to support the future CCO including integration of front-end systems with back-end systems.</li> <li>• Implement system configuration, integration and user testing ready for post 2028, ensuring real time data is available.</li> <li>• Plan and execute data and system migration, ensuring information is secure and no data or functionality is lost during transition.</li> <li>• Record and document processes and procedures ready for 2028, including SOPs, user guides and training materials.</li> </ul>
Project support	<ul style="list-style-type: none"> <li>• Assist stakeholders with project planning, scheduling and implementation or integration.</li> </ul>
Systems operations	<ul style="list-style-type: none"> <li>• Administration and configuration of applications are well managed before, during and after transition.</li> <li>• Stakeholders are well supported with advice, solutions and support with digital requirements.</li> <li>• Users are supported and guided in the efficient use of assigned applications.</li> <li>• Operational stability is at the forefront throughout the transition to CCO including knowledge continuity.</li> </ul>

	<ul style="list-style-type: none"> <li>Ensure systems remain functional throughout the transition, despite the focus on implementing best practice and post 2028, continuous improvement of applications and processes.</li> </ul>
Stakeholder support	<ul style="list-style-type: none"> <li>Provide training to internal staff and ensure team members are well supported and engaged with change management when new software updates or functionality is introduced.</li> <li>Foster and maintain positive relationships with other team members, project teams, external providers, stakeholders and end users.</li> <li>Ensure all consumer-facing systems are user-friendly and customer care and service delivery standards are best practice.</li> <li>Provide advice, recommendations and support, as required within area of expertise.</li> </ul>
Organisational Obligations	<ul style="list-style-type: none"> <li>Adheres to legislation relating to confidentiality, privacy and information management.</li> <li>Responds to the changing needs of the organisation, performing other tasks, projects, programmes and/or functions as reasonably required.</li> <li>Participate in and undertake emergency management duties as required, including training and exercises. You may be required to work in an area outside your core role to respond to an incident or emergency event.</li> <li>Completes Civil Defence training and participates in events as required.</li> <li>Champion a strong culture of health, safety, and wellbeing through visible leadership and full engagement with all related practices and policies.</li> <li>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 initiatives and programmes as required.</li> </ul>

## Key Relationships

Internal	Customer and Digital Teams; People Leaders across the organisation; Employees across the organisation.
External	IT teams at Hamilton City Council and Waikato District Council as well as Watercare. Specialist providers of data and digital services including payment transaction providers, meter reading providers and print providers. Audit NZ (as required). Consultants. Consumers.

## Person Specification

Education	<ul style="list-style-type: none"> <li>Tertiary qualification in a related field such as Information Systems, Computer Science, Systems Engineering or similar.</li> </ul>
Experience	<ul style="list-style-type: none"> <li>At least 5 years' experience as a Systems Analyst.</li> <li>Strong knowledge of system implementation and integration.</li> </ul>

	<ul style="list-style-type: none"> <li>• Experience in working with cross-functional teams and liaising with both technical and non-technical stakeholders</li> <li>• Prior experience in a similar role for local government, a CCO, or a similar organisation with waters, utilities or infrastructure would be advantageous.</li> </ul>
<b>Other</b>	<ul style="list-style-type: none"> <li>• Strong analytical and problem-solving skills.</li> <li>• Knowledge of database systems (e.g., SQL), system integration, and data modelling.</li> <li>• Ability to translate business requirements into technical specifications High attention to detail and accuracy.</li> <li>• Excellent communication and interpersonal skills.</li> <li>• Comfortable working in an ambiguous/changing environment</li> <li>• Previous experience in the set-up of a new digital function or working for a new organisation in this role would be well regarded.</li> </ul>