Position Description: Application Systems Analyst

Business area:	Information Technology
FTE:	As per Conditions of Employment
Reports to:	IT Operations Manager

Our Purpose

Our Mission:
Excellence in health care within a culture of caring

Our Vision:
To be an innovative centre of excellence, where people choose to receive health care and people love to work.

Our Values:
Four core values:
○ Do the Right Thing
○ Aim for Excellence
○ Caring for All
○ Work Better Together

Position Objective:

- *The Application Systems Analyst role will assist in the enhancing and maintaining the suite of applications and services across our organisation, this includes our hospital clinical and business systems including Business Intelligence reporting systems.*

- *Accountable to elicit information from the business to drive improved ICT offerings, and actively manage application suppliers on operational and project basis for the benefit of all St George's.*

- *The role will involve application support, development of operational reporting, application upgrades, processes and procedure, application training material creation and training of staff. This will be performed across a range of systems and functions across projects and Business as Usual (BAU) work activities and will require a rostered afterhours support contribution.*

Functional Relationships:

Internal:	External:
• CDO	• Industry associations Customers/Partners, suppliers
• Colleagues within the IT Team	• Regulatory bodies
• Other Business Units	
• All St George's Hospital Employees	

Key Areas of Accountability:

Area of Accountability	Expected Results
Application Systems Analyst	• Supporting the portfolio of applications and their users, introduction of new capabilities and services, documenting, developing/configuring, testing and supporting.
Project manage, user support and troubleshooting	• Collaborating with product owners, business SME and staff
	• Identifying and implementing opportunities for improving processes and automation
	• Analyse current systems and applications and ensure upgrades of applications and relevant system procedures are implemented

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Area of Accountability	Expected Results
Business Intelligence reporting development and maintenance	• Problems at the application level are identified and addressed • Coordinate's application implementation's and upgrades • Uses ITIL principals and framework for incident, request, problem and change Management • Makes sure that St George's members are the key focus of all activities with a focus on user centric continual improvement • Identify and create training material and provide training for St George's members • Relationships with Partners and Suppliers are fostered to ensure resolutions of incidents are addressed with the focus of return to service being achieved as soon as possible

Support including clinical applications and business application support	• Works with current teams to analyse requirements and ensure St George's staff and associates are supported, and training is provided in the use and application of technology including clinical applications and business applications administration.
	• Identified areas of the IT support team are led, managed and engaged with the business areas to achieve and maintain operational excellence.
	• Strong working relationships with internal stakeholders, suppliers and customers are fostered and maintained to ensure
	   • Information from the business is gathered that will drive improved ICT offerings
	   • Suppliers are actively managed on an operational basis for the benefit of all St George's team.

IT On Call	• Participates in the IT On Call Roster to support St George's staff and associate's afterhours for priority incidents, around systems and applications. • Responds within a reasonable time frame to any priority afterhours incidents • Escalates to appropriate internal staff for incident management and provides regular updates. • Escalates and works with the appropriate vendor for resolution.
IT Projects	• Customer escalations and a fit for purpose resolution of complex issues that arise in planning of projects and business as usual activities is achieved within expected time boundaries. • Information from multiple sources is critically evaluated including decomposing information to provide a more general understanding that will assist in testing, QA, updating software products, new releases, configuration, enhancements, fixes, and maintenance. • A programme of continuous improvement of technology advances is supported to ensure that St George's have a fit for purpose pragmatic solution for business continuity capability. • Special projects as and when required are completed. • A culture is developed that contributes to agile or waterfall for project activities or KanBan / Agile for BAU activities. • Rational judgements from the available information and analysis are made.

IT Documentation	• St George's ICT Policies and Procedures are developed, managed and maintained; they are fit for purpose and signed off according to St George's and the Ministry of Health guidelines.
	• Helping to keep system and service desk documentation maintained including but not limited to:
	   • Knowledge base articles
	   • User Requirements
	   • Functional Specifications
	   • System Design Documents
	   • Testing and System validation documents
	   • Develop and maintain training documentation

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Interpersonal relationships	• Appreciates and respects the contribution of others within the team. • Contributes positively to the goals of the team and the organisation. • Communicates effectively, honestly and openly with other team members. • Models St George's values.
Professional Development	• Undertakes responsibility for meeting all the mandatory requirements of the professional body and the organisation. • Participates in Performance Planning and Review.
Quality Improvement	• Participates actively in quality improvement activities by planning, implementing and evaluating improvements. • Initiates, participates in design and evaluates audits and applies outcomes to improve service provision. • Participates actively in Ministry of Health Certification and Accreditation process. • Documents and reports incidents accurately in accordance with hospital policy. • Participates actively in the development/review of policies and procedures.
Organisational Culture	• Promotes harmonious working relationships within the organisation. • Understands and promotes the concept of internal and external customers (e.g. patients, colleagues and clinicians) and the need for customer focus. • Maintains confidentiality in respect to all St George's operations, business, employees, clients and patients. • Adheres to St George's policies and procedures.
Cultural understanding and commitment to Te Tiriti o Waitangi	• Demonstrates an understanding of and commitment to our responsibilities of Te Tiriti o Waitangi. • Respects cultural diversity, this may include age, gender, sexuality, ethnicity, culture, disability or beliefs.
Health & Safety	• Complies with and supports all health and safety policies, guidelines, and initiatives. • Ensures all incidents, injuries and near misses are reported in our H&S reporting tool.
Organisational effectiveness	• Looks for ways and means to actively and effectively promote cost effectiveness. • Accurately completes cost accounting documents as appropriate
Other Duties	• Performs such duties in a timely, accurate manner and in accordance with St George's Hospital policies and procedures.

Qualifications, Experience and Personal Qualities

	Essential	**Desirable**
Qualifications	• Service Industry and IT Business Qualification Training • IT Business Analyst experience	• Tertiary qualification in a technology or commerce-based or customer driven discipline or relevant ITIL or Customer Service accreditation or other service-based qualification or training. • Understanding of Project Management Principles.
Experience	• Leading and managing applications to achieve operational excellence	• Delivery of services in an organisation with complex systems.

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	Essential	Desirable
	• 5+ yrs. customer centric User application support experience. • Helping build a strong relationship network within the application support teams internally and external partner network. • A proactive attitude to customer support, excellent problem solving along with a high level of verbal and written communication skills. • Technical knowledge around system design, configuration, testing cycles and user support.	• Continual improvement service processes within a multi-sourced environment. • 5+ yrs. experience as an end-end System Analyst • Exposure to agile practices • Solid stakeholder management and facilitation experience
Knowledge and Skills	• Solid relationship development experience • Appreciation of working in an Agile development environment • Demonstrates a process orientated approach • SQL and database skills • Scripting skills • Excellent verbal and written communication skills • Sound logic and reasoning skills • Digital-focused, consumer-centric, empathy driven, backed by data.	• Prior experience working in teams using Agile based work practices • Ability to map technical details to user stories • Sound functional and technical knowledge and skills to develop and maintain products across a digital platform
Personal Attributes	• Ability to work autonomously and flexibly • Excellent interpersonal, written and verbal communication skills • Proactive and self-motivated • Excellent planning and organisational skills • Cooperative and supportive team player • Ability to create communications appropriate for the audience • Ability to understand and analyse complex IT information • High level of problem solving	