

Position Description

Position Title: Applications 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 is responsible for the effective management, optimisation, and support of clinical and business applications across St George's Hospital — ensuring digital systems support safe, efficient, and high-quality care.
- The role ensures applications are reliable, fit-for-purpose, and aligned to business and clinical needs by working closely with stakeholders, vendors, and the internal IT team. This includes supporting day-to-day operations, delivering enhancements, enabling data-driven decision making, and contributing to the continuous improvement of digital services.
- The role operates across Business as Usual (BAU), projects, and service improvement initiatives, and participates in an after-hours support roster.

Functional Relationships:

<ul style="list-style-type: none"> • Internal: • Chief Digital Officer • Information Technology team • Clinical and Business Unit Leaders • All St George's Hospital colleagues 	<ul style="list-style-type: none"> • External: • Application vendors and service providers • Implementation partners and consultants • Health New Zealand (Te Whatu Ora) and Canterbury regional ICT partners • Health Informatics New Zealand (HINZ) and peer networks • Regulatory and compliance bodies
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Position Description

Key Areas of Accountability:

Area of Accountability	Expected Results
Application Management	<p><u>Application Support & Service Management</u></p> <ul style="list-style-type: none"> • Applications are stable, supported, and meet operational requirements • Application issues, incidents, requests, and problems are resolved in a timely manner within SLA/OLA targets, escalating where required • Business disruption is minimised <p><u>Application Lifecycle Management</u></p> <ul style="list-style-type: none"> • Plans and coordinates application upgrade, patches and releases • Supports testing, validation and deployment activities • Systems remain current, secure, fit-for-purpose, and compliant with NZ health sector standards • Upgrades and releases are delivered with minimal risk • Ensures alignment with cyber security and compliance requirements <p><u>Continuous Improvement</u></p> <ul style="list-style-type: none"> • Opportunities for efficiency, automation, and service improvement are identified and implemented • Evaluates and recommends emerging health technology trends relevant to St George's strategic priorities • Systems evolve with business and clinical needs <p><u>Vendor & Partner Management</u></p> <ul style="list-style-type: none"> • Act as primary liaison for vendors, ensuring vendors deliver contracted services and meet performance expectations, escalating where required • Support contract and service review processes, providing input to procurement and renewal decisions as required • Issues are resolved efficiently with minimal business impact
Business Engagement & Requirements Analysis	<ul style="list-style-type: none"> • Engage with stakeholders and ensure business needs are clearly understood and translated into practical solutions • Business needs are translated into system configurations or solution design ensuring services are aligned with clinical and operational priorities • Requirements are formally agreed and signed off by stakeholders
Reporting & Data Enablement (Business Intelligence)	<ul style="list-style-type: none"> • Develops and maintains operational and management reports which supports operational and strategic decision making • Works with stakeholders to define reporting requirements and KPIs • Data is accessible, accurate, and trusted across the organisation • Contributes to data governance standards and data dictionary maintenance
IT On Call	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • Application-related projects are supported / lead (where assigned), delivered successfully, on time and are best for business • Assistance is provided to ensure successful planning, testing, deployment, and transition to BAU



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	<ul style="list-style-type: none"> • Technical and functional expertise is provided during project delivery, ensuring solutions are supportable and aligned with standards • Risks and issues are actively managed • Lessons learned are captured to improve future delivery
Training, Adoption and Change Enablement	<ul style="list-style-type: none"> • Training materials, user guides and documentation are developed • Training is effectively delivered ensuring staff are confident and capable users of applications, resulting in reduced support demand over time • New functionality is effectively adopted across the organisation
IT Documentation	<ul style="list-style-type: none"> • St George's IT Policies and Procedures are developed, managed and maintained; are fit for purpose and signed off according to St George's and the Ministry of Health guidelines. • Helps to develop and maintain currency of system and service desk documentation
Interpersonal Relationships and Team Effectiveness	<ul style="list-style-type: none"> • Develops and maintains effective professional 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.
Professional Development	<ul style="list-style-type: none"> • Undertakes responsibility for meeting all the mandatory requirements of the professional body and the organisation. • Participates in Performance Planning and Review.
Quality Improvement	<ul style="list-style-type: none"> • Actively participates in quality improvement activities by planning, implementing and evaluating improvements. • Initiates, participates in, designs and evaluates audits and applies outcomes to improve service provision. • Actively participates in Ministry of Health Certification and Accreditation process. • Participates actively in the development/review of policies and procedures.
Organisational Culture and Values	<ul style="list-style-type: none"> • Actively supports a climate of collaboration, trust, and empowerment within the team. • Promotes a strong customer and patient focus across all interactions, (e.g., patients, whānau, colleagues, and clinicians). • Maintains confidentiality and adheres to St George's policies and procedures • Demonstrates alignment with St George's Hospital values (Do the Right Thing; Caring for All; Work Better Together; Aim for Excellence) and strategic priorities.
Te Tiriti o Waitangi	<ul style="list-style-type: none"> • Understands and has knowledge of Te Tiriti o Waitangi. • Collaborates with colleagues regarding the integration of Te Tiriti principles in practice. • Displays a willingness to work positively with organisational strategies to improve outcomes for Māori.
Cultural Safety	<ul style="list-style-type: none"> • Promotes an awareness of cultural differences amongst colleagues and patients (e.g. beliefs, gender, sexual orientation or disability) and the impact that beliefs and values have on practice
Health, Safety and Security	<ul style="list-style-type: none"> • 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.
Other Duties	<ul style="list-style-type: none"> • Undertakes additional duties within the scope of the role as requested. • Completes all duties accurately, timely, and in accordance with hospital policies and procedures.

Position Description

Qualifications, Experience and Personal Qualities

	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> Service Industry and IT Business Qualification Training IT Business Analyst experience 	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> Leading and managing applications to achieve operational excellence 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. 	<ul style="list-style-type: none"> Delivery of services in an organisation with complex systems. 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	<ul style="list-style-type: none"> 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. 	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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 	