

POSITION DESCRIPTION – APRIL 2023

POSITION TITLE: Business Analyst (ICT Solutions)

LOCATION: FRCS Head Office, Suva

REPORTS TO: Deputy Director IT

THE ORGANIZATION

The Fiji Revenue and Customs Service (FRCS) is a statutory Service established under the FRCS Act 1998. FRCS is an agent for the State for administration and enforcement of Tax and Customs laws in Fiji. Our Vision is to be a world class revenue Service delivering excellence in revenue collection, border protection, trade, and travel facilitation. Our organizational Values are - One organization; Leadership; Valuing employees; Integrity; Results focus; Partnership development.

POSITION PURPOSE

The Business Analyst is responsible for working in partnership with business process owners to investigate, analyse, review and document business functions, processes, information and data which forms the basis for deploying new or enhanced processes in our core tax and customs information systems. The Business Analyst manages interactions between core business and the IT technical team, ensuring business requirements are captured in the appropriate manner and system changes are implemented effectively.

As this role requires a high level of interaction and collaboration with other stakeholders, the incumbent is expected to have strong communication, leadership and facilitation skills.

ACCOUNTABILITIES

KEY RESULTS AREAS	KEY ACCOUNTABILITIES
Business Change Management	<ul style="list-style-type: none"> • Evaluate & define business requirements focusing on improvements in core information systems, practices and business processes using analysis tools, methods and standards. This may be captured through workshops including prototyping. • Prepare business cases and change impact analyses demonstrating options and recommendations to realize benefits from new, improved or changed processes. • Document new and/or changes to business and system functional requirements ensuring traceability back to source. • Work with the Technical Delivery Team to ensure functional specifications are appropriately captured in the technical solution. • Prepare business implementation and readiness plans for major changes to assist with the transition to 'business as usual'. • Facilitate documentation updates and user manuals to assist with end user training and awareness.
Business Process Testing	<ul style="list-style-type: none"> • Design and manage regression and user acceptance tests of new/updated processes across different test environments. • Record and analyse test results ensuring these incorporate process tests, usability, network, security and stress tests. • Manage acceptance tests for the live system and monitor exception cases ensuring these are resolved at an agreed date.

Application Support	<ul style="list-style-type: none"> • Assist in troubleshooting system or end user issues that cannot be resolved by key users. • Provide advice to process owners/management on options or solutions needed to resolve issues. • Work in collaboration with the IT Support team to manage the annual application maintenance support (AMS) program. • Perform analysis on key indicators such as usage, common problems, trends, etc. which inform decision making.
Digital Transformation	<ul style="list-style-type: none"> • Work in partnership with IT system vendors to improve end user experience and for ongoing knowledge transfer. • Assess new and emerging standards or practices that can increase effectiveness of business processes if handled through automation. • Work in close collaboration with the IT technical team to implement the components of the Technology 5year roadmap where this role is held accountable.
Stakeholder Management	<ul style="list-style-type: none"> • Proactively work in partnership with key internal stakeholders to identify and action business process improvements with a particular focus on automation. • Develop and maintain strong relationships and networks within and outside the organization to better support the implementation of technology changes.
Risk Management and Security	<ul style="list-style-type: none"> • Provide mitigating strategies for technological risks where this role is held accountable • Work in partnership with the leadership team to address risks arising from the implementation of technology change initiatives
Health, Safety, and Wellness	<ul style="list-style-type: none"> • Ensure compliance with relevant Occupational Health and Safety (OHS) obligations • Support and participate in health, safety and wellness initiatives

DELEGATIONS:

As delegated by CIO/DDIT as and when required.

PERSON SPECIFICATION

ESSENTIAL

- Degree preferably in information systems, accounting/finance, engineering or business.
- Proven experience of at least 3years working in a business change management environment involving changes to information systems.
- Good understanding of business, interpretation of tax and/or customs legislation, and the translation of this into core systems (customs and/or tax systems)
- Strong analytical, communication and presentation skills

DESIRABLE

- Professional certification in project management (e.g. PMP), business analysis, CPA, etc.
- At least 5years practical experience working with tax or customs administration.

PERFORMANCE COMPETENCY INDICATORS

As a Business Analyst in FRCS, your performance is measured through two criteria:

- **Performance outcome criteria** for your area of responsibility. These are agreed and reviewed annually. You report to the Deputy Director IT on progress, and provide

mitigation strategies and timelines where agreed criteria are at risk of non-achievement.

- **Leadership competencies** - you report quarterly to the Deputy Director IT on your leadership performance measured against the competencies for your role. These are set out below.

COMPETENCY	COMPETENCY DESCRIPTOR
Managing Vision & Purpose	<ul style="list-style-type: none"> • Is future focused, optimistic and effectively communicates a compelling and inspired vision to others in the organization • Successfully rallies support for the vision; makes it shareable by everyone and inspires everyone to move forwards
Process Management	<ul style="list-style-type: none"> • Consistently good at identifying the necessary processes, and organising the right people to get things done • Knows what to measure and how to measure is so that complex processes can be refined and more can be achieved with fewer resources • Can organise resources (people, funding, material, support) and use them effectively to get things done including managing multiple activities at once and recording information and files in a useful manner
Decision Quality	<ul style="list-style-type: none"> • Utilises a mixture of analysis, wisdom, experiences, and judgement to make high quality, timely decisions, that produce ideas and solutions that are accurate and demonstrate sound judgement, risk management, and integrity • Provides coaching to others to make decisions that sit within their delegations and area of responsibilities
Delegation	<ul style="list-style-type: none"> • Delegates tasks and decisions clearly and appropriately taking into account the complexity and importance of the work and individual ability and development needs. Trusts people to perform and to complete their own work
Managerial Courage	<ul style="list-style-type: none"> • Is direct and honest in their communication with other by providing timely, complete and “actionable” feedback (positive and critical) • Has constructive and honest <i>face to face</i> conversations about issues <i>immediately as they arise</i> ☹ does not wait for bad habits to worsen.
Presentation Skills	<ul style="list-style-type: none"> • Effectively presents to a variety of audiences on both uncontroversial and controversial topics • Commands attention and can read the audience, adjusting their approach as needed
Listening	<ul style="list-style-type: none"> • Consistently practices attentive and active listening and demonstrates an ability to accurately reflect the opinions of others even when he/she disagrees • Demonstrates tolerance with people and processes by listening, checking and understanding information before making judgements or acting

<p style="text-align: center;">Developing Direct Reports</p>	<ul style="list-style-type: none"> • Demonstrated focus on developing direct reports by providing challenging tasks and stretch assignments and encouraging people to accept them • Holds frequent development discussions with direct reports, is aware of their career goals, and treats direct reports in a fair and equitable manner
<p style="text-align: center;">Self-Development</p>	<ul style="list-style-type: none"> • Is personally committed to and actively works to continuously improve self • Understands that different situations may call for different skills and approaches, works to strengths and compensates for weaknesses.

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