

Position Description

Employment Agreement:	Individual Employment Agreement
Position Title:	Solutions Analyst
Service & Directorate:	People, Culture & Technology
Location:	Dunedin
Reports to:	Digital Solutions Manager / Architect
DHB Delegation Level:	N/A
Number of direct reports:	Nil
Date:	February 2019

Our Vision

Better Health, Better Lives, Whānau Ora

We work in partnership with people and communities to achieve their optimum health and wellbeing
We seek excellence through a culture of learning, enquiry, service and caring

Our Shared Values and Behaviours

Kind <i>Manaakitanga</i>	Open <i>Pono</i>	Positive <i>Whaiwhakaaro</i>	Community <i>Whanaungatanga</i>
Looking after our people: We respect and support each other. Our hospitality and kindness foster better care.	Being sincere: We listen, hear and communicate openly and honestly. We treat people how they would like to be treated.	Best action: We are thoughtful, bring a positive attitude and are always looking to do things better.	As family: We are genuine, nurture and maintain relationships to promote and build on all the strengths in our community.

Our statutory purpose

To improve, promote and protect the health of our population

- Promote the integration of health services across primary and secondary care services
- Seek the optimum arrangement for the most effective and efficient delivery of health services
- Promote effective care or support for those in need of personal health or disability support services
- Promote the inclusion and participation in society and the independence of people with disabilities
- Reduce health disparities by improving health outcomes for Māori and other population groups
- Foster community participation in health improvement and in planning for the provision of and changes to the provision of services
- Uphold the ethical and quality standards expected of use and to exhibit a sense of social and environmental responsibility

PURPOSE OF ROLE
<p>The Solutions Analyst will be a key member of the Solutions Team and the wider Information Systems Group.</p> <p>The Solutions Analyst is responsible for:</p> <ul style="list-style-type: none"> • The analysing and documentation of user requirements/problems for proposed solutions and projects, including technical specifications. • Assisting in the solution design and architecture. • Project implementation work on vendor solution projects, including application configuration, assisting with integrations, software installation, testing, training, documentation, and other activities associated with solution implementation. • Assist with data migration and BI & Reporting work as required. • Involved in solution development using toolsets such as form-builders • Provide technical leadership to junior members of other less technical teams.

Competencies

The following competencies apply to this position. The employee will be assessed against these as part of their annual performance and development review.

Organisational Competencies	
Customer Focus	Is dedicated to meeting the expectations and requirements of internal and external customers; gets first hand customer information and uses it for improvements in products and services; acts with customers in mind; establishes and maintains effective relationships with customers and gains their trust and respect
Integrity and Trust	Is widely trusted; is seen as a direct, truthful individual; can present the unvarnished truth in an appropriate and helpful manner; keeps confidences; admits mistakes; doesn't misrepresent him/herself for personal gain.
Drive For Results	Can be counted on to exceed goals successfully; Is constantly and consistently one of the top performers; very bottom line oriented; steadfastly pushes self and others for results.
Role Specific Competencies	
Listening	Practices attentive and active listening; has the patience to hear people out; can accurately restate the opinions of others even when he/she disagrees.
Informing	Provides the information people need to know to do their jobs and to feel good about being a member of the team, unit, and/or the organization; provides individuals information so that they can make accurate decisions; is timely with information.
Problem Solving	Uses rigorous logic and methods to solve difficult problems with effective solutions; probes all fruitful sources for answers; can see hidden problems; is excellent at honest analysis; looks beyond the obvious and doesn't stop at the first answers.
Process Management	Good at figuring out the processes necessary to get things done; knows how to organize people and activities; understands how to separate and combine tasks into efficient work flow; knows what to measure and how to measure it; can see opportunities for synergy and integration where others can't; can simplify complex processes; gets more out of fewer resources.

KEY RELATIONSHIPS	
Within Southern DHB	External to Southern DHB
<ul style="list-style-type: none"> • Information Systems Team 	<ul style="list-style-type: none"> • Software vendors
<ul style="list-style-type: none"> • Users throughout the DHB associated with projects being undertaken 	<ul style="list-style-type: none"> • DHB's and associated agencies

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PERSON SPECIFICATION

The expertise required for a person to be fully competent in the role. Position specific competencies:

	ESSENTIAL	DESIRABLE
Education and Qualifications (or equivalent level of learning)	<ul style="list-style-type: none"> Degree in the field of computer science, information systems, or similar. 	
Experience	<ul style="list-style-type: none"> 3+ years of experience working with software project implementations, with a particular focus on health solutions. In-depth, hands-on knowledge of and experience with enterprise and clinical applications. Experience with reporting and data extracts with a strong understand of SQL Proven experience mentoring and providing a technical lead for applications to other in the IT team. Extensive work on application deployment project, including experience in software configuration and testing, and training. Analyst experience, understanding business requirements/problems and proposing/implementing solutions. 	<ul style="list-style-type: none"> Experience with database development including excellent SQL skills, Oracle and Microsoft SQL Server databases Board experience and general understanding of a range of programming languages. In-depth, hands-on knowledge of and experience with enterprise and clinical applications. Experience working with health integration standards HL7 messaging and FHIR
Knowledge and Skills	<ul style="list-style-type: none"> Good understanding of the organisation’s goals and objectives. Excellent written, oral, interpersonal, and presentational skills. Ability to conduct research into software development and delivery concepts, as well as technical application issues. Ability to present ideas in business-friendly and user-friendly language. Highly self-motivated and directed. Ability to absorb new ideas and concepts quickly. Good analytical and problem-solving abilities. Good understanding of software development and database principles and practices, such that able to present these in business-friendly and user-friendly language Ability to effectively prioritise and execute tasks. Strong customer service orientation. 	

	<ul style="list-style-type: none"> • Experience working in a team-oriented, collaborative environment. • Demonstrated success in building and maintaining positive working relationships. 	
Personal Qualities	<ul style="list-style-type: none"> • Commitment and personal accountability. • Excellent interpersonal skills, including ability to work effectively with people at all levels of the organisation. • Acts with discretion, sensitivity and integrity at all times. • Is adaptable and flexible – open to change (positive or negative). • Maintains an exceptionally high level of confidentiality. • Forward thinker, flexible, courteous, self-motivated. • Committed to continuous quality improvement. • Ability to liaise and network at all levels. 	

KEY RESULT AREAS:

Key Accountabilities:	
Solutions Analyst	
<ul style="list-style-type: none"> • Project implementation work on vendor solutions, including application configuration, assisting with integrations, software installation, testing, training, documentation, and other activities associated with solution implementation. • To provide mentoring and assistance to others in the IT team. • To assist in solution development through analysing user requirements / problems and proposing / implementing solutions. • Prepare systems requirements which include functional and non-functional specifications • Ensure that systems and user documentation are prepared thoroughly, efficiently and can be re-used in accordance to agreed processes and templates • Assisting in the solution design and architecture. • Working on other application, integration, and reporting projects/support work as required. • Record, track, and document the problem-solving process, including all successful and unsuccessful decisions made, and actions taken, through to final resolution. • Assist in the implementation of any new software identified in the project stage. • Evaluate documented resolutions and analyse trends for ways to prevent repeated future problems. • Communicate application problems and issues to key stakeholders, including management, development teams, end users, and unit leaders. • Proven capability for critical thinking in the analysis of requirements and development of solutions. • Test fixes and perform post-resolution follow-ups to ensure problems have been adequately resolved. • Maintain and enhance performance of all new and existing software and applications across the organisation. • Post software updates, drivers, knowledge bases, and frequently asked questions resources on company intranet to assist in problem resolution. • Provide support for the testing of new software applications under development or consideration for purchase. • Test software to meet business expectations • Apply diagnostic utilities to aid in troubleshooting. <p>Manage and/or provide guidance to other members of the team.</p>	
Team and Individual Performance	
Participate in and contribute to the internal management and functioning of the team.	
<ul style="list-style-type: none"> • Actively engage with and support colleagues, taking personal responsibility for ensuring effective working relationships with all team members. • Contribute to team communication and learning activities. 	<ul style="list-style-type: none"> • Positive working relationships developed and maintained. • Positive feedback received from managers and other clients across Southern DHB.

<ul style="list-style-type: none"> • Can deal comfortably with Managers at all levels and work productively as a business partner. • Participate in peer review of own and others work. • Promote and adhere to the philosophy and values of the DHB mission and values. 	
Other Duties	
Undertaking duties from time to time that may be in addition to those outlined above but which fall within your capabilities and experience.	<ul style="list-style-type: none"> • You respond positively to requests for assistance in own and other areas, demonstrating adaptability and willingness. • You produce work that complies with SDHB processes and reflects best practice. • Research undertaken is robust and well considered.
Professional Development – self	
Identifying areas for personal and professional development.	<ul style="list-style-type: none"> • Training and development goals are identified/agreed with your manager. • Performance objectives reviewed annual with your manager. • You actively seek feedback and accept constructive criticism.
Health, Safety and Wellbeing	
Taking all practicable steps to ensure personal safety and the safety of others while at work, in accordance with the Southern DHB's Health, Safety and Wellbeing policies, procedures and systems.	<ul style="list-style-type: none"> • You understand and consistently meet your obligations under Southern DHB's Health and Safety policy/procedures. • You actively encourage and challenge your peers to work in a safe manner. • Effort is made to strive for best practice in Health and Safety at all times.
Treaty of Waitangi	
Giving effect to the principles of the Treaty of Waitangi – Partnership, Participation and Protection through your interaction with others on a day to day basis.	<ul style="list-style-type: none"> • <i>Partnership</i> – You interact in good faith and in the nature of a partnership. There is a sense of shared enterprise and mutual benefit where each partner takes account of the needs and interests of the other. • <i>Participation</i> – You work in partnership with our treaty partners to enable our organisation to prosper. You are mindful of the varying socio-economic conditions that face our people and work hard to remove barriers of access to health and education. • <i>Protection</i> – You work proactively to protect the rights and interests of Māori, including the need to proactively build the capacity and capability of Māori.

Note: the above example measures are provided as a guide only. The precise performance measures for this position will require further discussion between the job holder and manager.

CHANGES TO POSITION DESCRIPTION

From time to time it may be necessary to consider changes to the position description in response to the changing nature of our work environment – including technological requirements or statutory changes. This Position Description may be reviewed as part of the preparation for your annual performance and development review.

Acknowledged / Accepted:

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Employee

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Date

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Manager

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Date