

## Position Description

Employment Agreement:	Individual Employment Agreement (Grade 20)
Position Title:	<b>Lead Business Intelligence (BI) Technical Specialist</b>
Service & Directorate:	People, Culture & Technology
Location:	Dunedin
Reports to:	Digital Solutions Manager / Architect
DHB Delegation Level:	Tier 5
Number of direct reports:	7
Date:	March 2021

### 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>
<b>Looking after our people:</b> We respect and support each other. Our hospitality and kindness foster better care.	<b>Being sincere:</b> We listen, hear and communicate openly and honestly. We treat people how they would like to be treated.	<b>Best action:</b> We are thoughtful, bring a positive attitude and are always looking to do things better.	<b>As family:</b> 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

The Lead Business Intelligence (BI) Technical Specialist role lead both the technical and people capability for our BI team,

We are looking for someone with strong analytical and data visualisation skills to work as integral member of our solutions team, working closely with our reporting, applications, and project teams in the design and delivery of business requirements for data analysis and reporting projects. Additionally, you will use your strong BI and database skills to develop reporting solutions to meet business needs.

We are looking for a full-stack BI resource who will also assist in the design, development and implementation of ETL processes to transform structured, unstructured and disparate source data into the BI environment. You will also be responsible for the designing, coding, testing and documentation of new or modified BI, ETL, and data warehouse components.

You will be a BI expert, providing technical guidance to ensure best practice and standards in BI are followed. In this role you will be a senior technical resource, actively participating and contributing to planning and estimating, while continually assisting to build BI capability by mentoring and providing expert advice to other team members.

The key responsibilities of the team leader component of the role:

- provide people management, pastoral care, and servant leadership of the team
- manage the tasks and workloads of the team in conjunction with the IS management and various project managers and the Information Solutions Analyst.
- provide input into and implement various strategies provided by the IS management team, in particular the digital solutions manager / architect

## 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

<b>Customer Focus</b>	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
<b>Integrity and Trust</b>	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.
<b>Drive For Results</b>	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

<b>Listening</b>	Practices attentive and active listening; has the patience to hear people out; can accurately restate the opinions of others even when he/she disagrees.
<b>Informing</b>	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.
<b>Problem Solving</b>	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.
<b>Process Management</b>	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.
<b>Interpersonal Savvy</b>	Relates well to all kinds of people – up, down, and sideways, inside and outside the organisation; builds appropriate rapport; builds constructive and effective relationships; uses diplomacy and tact; can defuse even high-tension situations comfortably.
<b>Effective Communication</b>	Shares well thought out, concise and timely information with others using appropriate mediums. Ensures information gets to the appropriate people within the organisation to facilitate effective decision making.
<b>Dealing with Ambiguity</b>	Can effectively cope with change: can shift gears comfortably; can decide and act without having the total picture; isn't upset when things are up in the air; doesn't have to finish things before moving on; can comfortably handle risk and uncertainty.
<b>Teamwork</b>	Works to build team spirit, facilitates resolution of conflict within the team, promotes/protects team reputation, and shows commitment to contributing to the team's success.
<b>Resilience / Flexibility</b>	Articulates differing perspectives on a problem and will see the merit of alternative points of view. Will change or modify own opinions and will switch to other strategies when necessary. Adjusts behaviour to the demands of the work environment in order to remain productive through periods of transition, ambiguity, uncertainty and stress. Manages cultural ambiguity and conflicting priorities well.

<b>KEY RELATIONSHIPS</b>	
<b>Within Southern DHB</b>	<b>External to Southern DHB</b>
<ul style="list-style-type: none"> <li>All Information Systems Teams, and key stakeholders within the organisation.</li> </ul>	<ul style="list-style-type: none"> <li>Ministry of Health</li> </ul>
	<ul style="list-style-type: none"> <li>South Island DHB's</li> </ul>
	<ul style="list-style-type: none"> <li>Vendors and Service Providers</li> </ul>
	<ul style="list-style-type: none"> <li>Health agencies &amp; partners</li> </ul>

## PERSON SPECIFICATION

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

	ESSENTIAL	DESIRABLE
<b>Education and Qualifications (or equivalent level of learning)</b>	<ul style="list-style-type: none"> <li>Degree in the field of computer science, information systems.</li> </ul>	
<b>Experience</b>	<ul style="list-style-type: none"> <li>8+ years experience implementing enterprise-scale BI and reporting solutions, including :               <ul style="list-style-type: none"> <li>Working with users in a requirements analysis role</li> <li>Extensive use of SQL and Database systems with a strong focus on SQL Server</li> <li>Extensive experience with data warehouse implementations</li> <li>Strong knowledge of logical and physical data modelling concepts</li> </ul> </li> <li>Proficiency with the Microsoft Power BI and other BI toolsets (e.g. Tableau, Click, etc.)</li> <li>Experience with a range of database platforms (e.g., Oracle, MySQL, etc.)</li> <li>Proficiency ability with ETL tools</li> <li>Business Analysis skills and experience</li> <li>Performance tuning experience required</li> <li>Requires strong analytical, data visualisation and problem-solving abilities</li> <li>Ability to manage multiple priorities, and assess and adjust quickly to changing priorities</li> <li>Requires leadership qualities to mentor junior members of the team as required.</li> </ul>	.
<b>Knowledge and Skills</b>	<ul style="list-style-type: none"> <li>Excellent written, oral, interpersonal, and presentational skills.</li> <li>Ability to conduct research into new technologies and trends</li> </ul>	

	<ul style="list-style-type: none"> <li>• Ability to present ideas in business-friendly and user-friendly language.</li> <li>• Highly self-motivated and directed.</li> <li>• Ability to absorb new ideas and concepts quickly.</li> <li>• Good analytical, data visualisation and problem-solving abilities.</li> <li>• Ability to effectively prioritise and execute tasks.</li> <li>• Experience working in a team-oriented, collaborative environment.</li> </ul>	
<p><b>Personal Qualities</b></p>	<ul style="list-style-type: none"> <li>• Commitment and personal accountability.</li> <li>• Excellent interpersonal skills, including ability to work effectively with people at all levels of the organisation.</li> <li>• Acts with discretion, sensitivity and integrity at all times.</li> <li>• Is adaptable and flexible – open to change (positive or negative).</li> <li>• Maintains an exceptionally high level of confidentiality.</li> <li>• Forward thinker, flexible, courteous, self-motivated.</li> <li>• Committed to continuous quality improvement.</li> <li>• Ability to liaise and network at all levels.</li> </ul>	

**KEY RESULT AREAS:**

Key Accountabilities:	Example of successful delivery of duties and responsibilities
<b>Business Intelligence (BI) Technical Specialist</b>	
<ul style="list-style-type: none"> <li>Responsible for requirements gathering, solution design best practices, and leveraging all available tools.</li> <li>Develop custom reporting solutions to agreed customer specifications.</li> <li>Develop ETL processes within the framework for accurately capturing, sharing, distributing and securing the DHB's data resources</li> <li>Ensure that information needs and business rules are in compliance with DHB's policies and standards</li> <li>Liaise with internal clients on both a technical and business level to confirm detailed requirements and to coordinate SDLC tasks such as system and user acceptance testing</li> <li>Develop custom reporting solutions to agreed customer specifications</li> <li>Provide technical support to internal clients on delivered BI Solutions</li> </ul>	<ul style="list-style-type: none"> <li>Do all structures meet the appropriate design methodology and the solutions meet performance requirements of the requester.</li> <li>Reports meet needs of the users.</li> <li>Control of access to information and the reporting lines to be kept up to date</li> <li>Information must meet internal and external ministry rules</li> <li>Coordinate lifecycle events with stake holders</li> <li>Some custom reports need to be produced and must meet business needs. Ensure that only fully tested working solutions are deployed into the live environments.</li> <li>Power users may require technical support for the delivery and deployment of the solutions</li> </ul>
<b>Team Leadership</b>	
<ul style="list-style-type: none"> <li>Demonstrate leadership in managing the Solutions Team.</li> <li>Use KPI's and effectiveness metrics to improve performance within the Solutions team.</li> </ul>	<ul style="list-style-type: none"> <li>Measured by favourable staff feedback and performance.</li> <li>Identify opportunities for improvements.</li> <li>Team achieves planned outcomes.</li> <li>Communications with staff.</li> <li>Conduct annual performance reviews of staff.</li> <li>Compliance with HR processes.</li> <li>Develop and report on Solution team KPI's.</li> </ul>
<b>Team and Individual Performance</b>	
Participate in and contribute to the internal management and functioning of the team.	
<ul style="list-style-type: none"> <li>Actively engage with and support colleagues, taking personal responsibility for ensuring effective working relationships with all team members.</li> <li>Contribute to team communication and learning activities.</li> <li>Can deal comfortably with Managers at all levels and work productively as a business partner.</li> <li>Participate in peer review of own and others work.</li> <li>Promote and adhere to the philosophy and values of the DHB mission and values.</li> </ul>	<ul style="list-style-type: none"> <li>Positive working relationships developed and maintained.</li> <li>Positive feedback received from managers and other clients across Southern DHB.</li> </ul>
<b>Other Duties</b>	
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"> <li>You respond positively to requests for assistance in own and other areas, demonstrating adaptability and willingness.</li> <li>You produce work that complies with SDHB processes and reflects best practice.</li> <li>Research undertaken is robust and well considered.</li> </ul>

Professional Development – self	
Identifying areas for personal and professional development.	<ul style="list-style-type: none"> <li>• Training and development goals are identified/agreed with your manager.</li> <li>• Performance objectives reviewed annual with your manager.</li> <li>• You actively seek feedback and accept constructive criticism.</li> </ul>
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"> <li>• You understand and consistently meet your obligations under Southern DHB’s Health and Safety policy/procedures.</li> <li>• You actively encourage and challenge your peers to work in a safe manner.</li> <li>• Effort is made to strive for best practice in Health and Safety at all times.</li> </ul>
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"> <li>• <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.</li> <li>• <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.</li> <li>• <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.</li> </ul>

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