



NEW ZEALAND
RED CROSS
RIPEKA WHEREO AOTEAROA

POSITION DESCRIPTION

Be part of our mission:

*To improve the lives of vulnerable people
by mobilising the power of humanity
and enhancing community resilience.*

To find out more about our kaupapa, and what we stand for, visit redcross.org.nz

Job Title: **IT Analyst**
Group: **Organisational Services**
Location: **Wellington**
Reports to: **Director IT/ CIO**
Position status: **Permanent Full-time**
Version date: June 2025

OUR PURPOSE

New Zealand Red Cross (NZRC) has always been about good people doing good things. We're part of the world's largest humanitarian network, helping vulnerable people and those affected by disaster and conflicts. We've been working in New Zealand for more than a century and today you'll find us lending a hand in communities throughout Aotearoa New Zealand – we're here for good.

DIVERSITY AND INCLUSION

We are committed to providing an environment where all people feel welcomed, valued and seen in their identities.

THE TREATY OF WAITANGI

New Zealand Red Cross is working towards understanding our obligations under the Te Tiriti o Waitangi principles. New Zealand Red Cross engagement with Te Tiriti o Waitangi is recognised as ethical best practice in relation to the application of the Red Cross Fundamental Principles and the desire of New Zealand Red Cross people to build meaningful relationships with Māori as tāngata whenua.

WHAT WE STAND FOR

The Red Cross Fundamental Principles guide all we do, whether we're helping people in New Zealand communities or providing urgent relief in an international disaster.

ABOUT THE GROUP

Organisational Services

The Organisational Services Group provides the infrastructure and support to enable New Zealand Red Cross to function efficiently. This includes oversight of Finance and Reporting, Risk, Legal, Property, Vehicles, Procurement, Security and Information Technology.

POSITION SUMMARY

The IT Analyst is responsible for providing business and technical analysis services and support to New Zealand Red Cross internal and external end users. They are responsible for working with our business users to assess, design and implement suitable systems for the business. The IT Analyst will support developing and documenting clear business requirements for solutions which solve business problems and may also be involved in the technical implementation of those solutions.

The role is also involved in working with the wider IT team to develop our operational processes and ensure that these procedures are efficient, in line with our current Transformation Programme, and are fit-for-purpose once the programme is completed. To that end, the role will work closely with the IT team, Business Leaders and external application support, to develop solutions and processes which meet business' needs.

KEY RESPONSIBILITIES

Systems

- Support the organisation's applications and environments from a technical perspective where appropriate.
- Functional development, writing basic code, testing, and analysing issues.
- Dealing with incidents, requests, enhancements, and customisations.
- Designing and building reports using PowerBI – capture data requirements for the client and team.
- Provide support to end-users during the implementation and post-implementation phases to address questions and issues related to new systems or processes.

Analysis

- Developing and maintaining requirement specifications, analysing requirements, identifying and mapping user stories, defining and identifying business rules, creating visual models, facilitating elicitation sessions, and digging around in the data when needed.
- Consulting across various environments, helping our clients solve their business problems.
- Use analysis and design techniques to solve business problems using technology solutions.
- Perform gap analysis to compare current state of business process or system to the desired future state and suggest solutions alongside the Senior IT Analyst.
- Apply system, technical and business knowledge in collaboration with both business and technical stakeholders in developing solutions to business problems alongside the Senior IT Analyst.
- Develop business process documentation, requirements, user manuals, and assist in the development and delivery of training material as necessary.
- Alongside the Senior IT Analyst, identify business process improvements and refine and document processes and procedures to implement business efficiencies.

- Co-ordinate and perform business user acceptance testing with guidance and support as required.

Relationship Management

- Build and maintain effective relationships with key stakeholders and customers (internal and external) to understand their needs and develop requirements.
- Carry out additional activities as required.

HEALTH SAFETY AND WELLBEING

- Proactively ensure your actions or omissions do not adversely affect the Health, Safety and Wellbeing (HSW) of yourself or others.
- Participate in HSW induction, training, programmes and activities.
- Follow all reasonable instructions to comply with HSW legislation and regulations.
- Follow NZRC HSW policies, standards and procedures.
- Do not undertake any activities you are not adequately trained for.
- Use designated personal protective equipment (PPE) for specific work activities.
- Report hazards/risks, incidents and near misses as soon as possible after the event.

RELATIONSHIPS

Internal

New Zealand Red Cross employees
New Zealand Red Cross Project Sponsors

External

Contractors/Vendors
External Service Suppliers

EMPLOYEES REPORTING TO THIS ROLE

Direct

Nil

Indirect

Nil

PERSON SPECIFICATION

Knowledge

- Proven experience in implementation, configuration, and development of Dynamics 365 and Power Platform.
- Basic understanding of data modelling, sources, connections, developing dashboards and reports with PowerBI.
- Basic understanding of business and system process mapping and analysis.
- Able to identify the people, process, and technology aspects of systems.
- Basic understanding and knowledge of various project methodologies – specifically experience with Agile (Scrum) and Kanban. Knowledge of waterfall methodology is not crucial but is a bonus.

Qualifications and/or experience

- Relevant tertiary qualification and/or experience in IT/ Business or in related field is preferred, but not mandatory.
- Minimum of 2 years' experience in a similar role and business environment.
- Proven experience in end-to-end project delivery, either traditional software development life cycle, agile delivery methodologies, or hybrid approaches.
- Experience in implementing technical systems, including development and testing of the solution.

- Demonstrable experience working individually as well as part of a team.

Skills and other attributes

- Confidence in working directly with clients, and an aptitude for gaining a thorough understanding of their vision.
- Demonstrated ability to build and maintain relationships with key stakeholders.
- Be a trouble-shooter and love figuring out puzzles.
- Proven business communications skills including verbal and written with a diverse audience (internal and external).
- Demonstrable customer facing/customer service skill.
- Able to work under pressure and meet deadlines.
- Able to demonstrate a high degree of flexibility including out of hours working.
- Able to manage multiple engagements and prioritise work demands, to meet the needs of a dynamic work environment.
- Empathy with humanitarian causes.
- Enthusiasm for, and the commitment to, the work of New Zealand Red Cross.
- A commitment to the Fundamental Principle of the International Red Cross Movement is imperative.

TRAVEL

The appointee may be required to undertake travel for this role.

DRIVER LICENCE

A current car driver licence is preferable.

DELEGATIONS

Financial: Nil

Employment: Nil

NOTE

This job description is not intended as an exhaustive list of duties and responsibilities. The job is expected to evolve and change, and New Zealand Red Cross may amend this job description after consultation with the job holder.