

**RESERVE BANK OF NEW ZEALAND
POSITION DESCRIPTION**

POSITION TITLE:	Application Systems Analyst
TEAM:	Application Support and Technical Operations
DEPARTMENT:	Banking
REPORTS TO:	Manager Application Support and Technical Operations
LOCATION:	Wellington/ Auckland
BAND:	IT/ Band 3-4
DATE:	February 2020

Introduction

The Reserve Bank of New Zealand (The Bank) is New Zealand's central bank. Our vision is to be the Best Central Bank with a Great Team. We operate with passion, integrity, innovation and inclusiveness.

Our main objective is to promote a sound and dynamic monetary and financial system and to ultimately raise New Zealand's economic wellbeing.

We undertake a range of activities to meet this objective, including:

- formulating and implementing monetary and financial policy
- licensing and prudential supervision of banks, insurers and other deposit taking firms
- supply and circulation of currency
- operating New Zealand's payments and settlement system

To support these functions we undertake world class research, we actively engage with our stakeholders to promote understanding and trust, we foster co-ordination with other regulators and our global peers, and we recruit talented achievement-focused people. We are aware of the trust placed in us as an institution and seek to lead and influence in areas where we can have a meaningful social impact such as climate change, financial inclusion and regional issues relevant to our central bank mandate.

We welcome people to the Bank from diverse backgrounds, disciplines and experience. We encourage open and inquiring minds and provide a supportive, collegial and flexible team environment. We are invested in each other's success, we are energised and resilient.

We operate in a complex and changing global landscape but are acutely conscious of our heritage and history. Our Te Ao Māori strategy and awareness is a critical lens across all our work.

We are open, always learning. We love what we do and carry out our responsibilities with pride.

The Banking Department provide currency, consistent with the requirements and provisions of the Reserve Bank Act, Real Time Gross Settlement facilities for the New Zealand financial system, and runs the New Zealand Central Securities Depository Limited custodial business.

Key objectives

Reporting to the Manager Application Support and Technical Operations, the Application Systems Analyst is responsible for providing technical applications systems support to ensure that the payments system functions to optimal service levels to meet the Bank's and stakeholders needs.

The role will work closely with the Technical System Analysts to enhance the operations of the payments system and will liaise and work closely with vendors and industry participants on all system changes, issues, procedure updates and training.

The role will be required to work on an afterhours on-call capacity to support the resolution of application issues.

Key responsibilities

- Implement software and application change activities to the environment and analyses new software releases and the change impact.
- Undertake approved system and change management processes with the different vendors including the assessment of contract deliverables.
- Configure the payment system and the setup of the help desk and confluence applications (including user access).
- Ensure all software and environment changes are tested before being implemented and follow the agreed change management process.
- Provide third level support for issues that cannot be resolved by the help desk, including application fault finding and trouble shooting.
- Act as the escalation point for system faults, defects and bugs and where unable to resolve, raise the issues with vendors.
- Works closely with vendors and other relevant parties during major incidents and see issues through to resolution.
- Maintain and manage the business configuration of relevant interfacing systems including SAA and RI.
- Maintain and manage relevant data reporting systems linked to the payments system.
- In a crisis situation activate the RECS process to ensure daily processing remains operational and efficient.
- Create detailed business processes, procedures and training documents in confluence in order to maintain drive operational best practice.
- Strictly adhere to change management processes to minimise the impact of production changes and planned outages.
- Deliver accurate business documentation, configurations, and implementation plans within agreed timeframes.
- Coordinate internal and external stakeholders impacted by change, ensuring they understand the impact and any testing required.
- Conduct training and liaise with members and related stakeholders when systems are upgraded and changes made to ensure they understand the impact and potential new processes.
- Assist in the research, analysis and recommendation of any system design and development upgrades improve services.
- Provide technical application support on system related projects.

- Participate in industry discussions on change impacting the payment and settlement systems and represent Bank at relevant industry forums or working groups (eg. SWIFT, CLS, PNZ, NZClear Advisory Group).
- Other duties as required from time to time.

Key competencies

Qualifications/ Skills/ Experience

- At least 5 years' experience in desktop support, infrastructure and application support in a complex corporate environment.
- A relevant IT tertiary qualification.
- Sound knowledge of payment systems environments and financial systems.
- An understanding of the Payment System and its operation to provide second level support across all areas (servers and virtualisation, operating systems, middleware products), networks (routers, F5's), messaging systems (SWIFT using MT and MX messaging, SOAP-Web Services and registry interface) and security (systems, network and SWIFT).
- Expertise in key areas of the interface operations and an understanding of messaging protocols, message structure and screensful completion or relevant SWIFT training courses.
- Experience in managing external vendors, overseeing a service aggregation and change management processes.
- Strong troubleshooting, fault diagnosis and testing skills.
- Sound judgement and a practical analytical approach to solving problems.
- Proven projects management experience and involvement in working groups with stakeholders.
- Experience in solution design as well as implementation.
- Ability to produce clear, concise technical documentation and reports.
- Able to work with the Bank's IT technical teams as required.
- Demonstrated ability to lead and contribute to technical discussions and take the initiative to recommend innovative solutions.
- Ability to impart knowledge and train others in key systems and processes.

Capabilities		
Strategic	<p>Strategic thinking: We make informed decisions and take considered risks, which incorporate both short and long term factors and are aligned with our Bank Strategic Plan and values. We prioritise activities and make choices which are most likely to enable the delivery of shared goals. We scan the horizon for emerging opportunities and plan current activities with the future in mind.</p>	
	<p>Critical thinking: We understand the goals and values of the Bank, set a clear direction and help colleagues to translate strategic priorities into the delivery of specific outcomes, which are informed by evidence and insight. We build confidence and commitment in the way that we listen to the views of others, act on our plans, learn from our setbacks and celebrate our successes.</p>	

Engaging	<p>Collaborative: We build effective working relationships with a wide range of internal and external stakeholders to shape the future through creative collaborations and teamwork. We demonstrate the impact of our contribution through regional, national and international partnerships and we work together with our diverse range of colleagues, students and partners to understand their needs and deliver excellent outcomes.</p>	
	<p>Communicating with Impact: We build trust and gain buy-in to shared goals through our professionalism, integrity and effective communication skills. We influence and engage others across and beyond the Bank through active two-way dialogue and by promoting a clear and targeted message which positively reflects on our Brand and reputation.</p>	
Constructive	<p>Delivering Results: We take responsibility for delivering change efficiently and making things happen. Barriers and challenges are resolved promptly and success is celebrated. We are committed to ensuring that positive change is sustained and embedded to drive future success. We take a proactive approach to developing solutions and processes which are accessible, inclusive and user friendly.</p>	
	<p>Developing Others: We equip colleagues to perform to the best of their ability and realise their potential through ongoing feedback, coaching and development. We value and recognise the benefits of working with a diverse range of talented colleagues and actively seek to build inclusive teams in which all team members can thrive.</p>	
Self-Awareness	<p>Resilience & Adaptability: We are able to adapt to changing priorities and seek to create a positive and healthy working environment in the way that we engage with and support others.</p>	
	<p>Self-Awareness: We understand our individual leadership style and adapt our approach in response to the situation and the needs of others. We regularly seek feedback to increase our levels of self-awareness and are committed to undertaking development to improve our personal effectiveness.</p>	
Innovation	<p>Innovation & creativity: We actively seek and use feedback to drive continuous improvement. We challenge ourselves and others to be the best we can and share best practice from across our Bank and beyond. We create an environment where new ideas and creative problem solving are encouraged and acted on.</p>	

Vision: Great Team, Best Central Bank

Purpose: We promote a sound and dynamic monetary and financial system.

Values

Integrity

Being professional and exercising sound judgement

Innovation

Actively improving what we do

Inclusion

Working together for a more effective Bank