



Business Analyst – Delivery Services

Team and Division Delivery Services Group, IST Division	Reports to BA Capability Manager	Location Wellington	Date Nov 2025
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OUR PURPOSE

Whakamana i Te Mauri Hiko – Empowering the energy future for New Zealand

TEAM PURPOSE

The Delivery Services Team that is focussed on the delivery of projects and programmes on behalf of the Information Services and Technology (IST) division. IST is responsible for developing and supporting over 100 ICT applications and services across Transpower ranging from SharePoint to payroll, hiring, grid operations to national power outage planning. The ICT projects undertaken by the IST Division range from software upgrades to retiring legacy applications, developing bespoke applications to defining operating models.

The Delivery Services Team is responsible for the delivery practices (which includes both agile and waterfall delivery methodologies) and for the well-managed and appropriately sourced IST project delivery process, designed to ensure a consistent experience for all stakeholders. The practices and processes support the delivery of end products, designed to meet the stated outcomes/benefits defined by the business and, in line with architectural principles.

ROLE PURPOSE

The Business Analyst will be assigned work on projects within the Delivery Services Portfolios, supporting the connection between business groups and project teams to help ensure that projects and initiatives address business needs. This role focuses on delivering value to stakeholders by applying analysis and critical thinking skills, and by building effective working relationships across the organisation.

This position will report to the Business Analysis Capability Manager and will contribute to the business analysis practice in the Delivery Services Group, including standardisation of BA ways of working, advocating the use of business analysis principles, best practices and tools, and promoting software and knowledge assets reuse that will help achieve Delivery Services outcomes more efficiently.

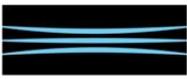
KEY CUSTOMERS AND STAKEHOLDERS

Internal:	External:
• IST Portfolio Delivery Managers	• Vendors
• IST Portfolio Service Owners	• Contractors
• Project Managers	
• Grid and Operations Business and Product Owners	
• Enterprise & Solution Architecture teams	
• Project Teams	

WHAT YOU ARE EXPECTED TO DELIVER

Business Analysis for Projects and Operational Initiatives

- Support Project Managers to plan and estimate business analysis tasks on projects.
- Work with business stakeholders to help define and clarify business problems gathering information through interviews, workshops and other appropriate techniques.
- Assist in the development, facilitation and documentation of problem trajectory analysis, requirements gathering, process analysis, gap analysis, root cause analysis for assigned projects.
- Use established business analysis approaches and techniques to support the delivery of project outcomes.
- Evaluate information from multiple sources, working with subject matter experts to break down complex information into actionable requirements.
- Communicate requirements clearly to Solution Designers and Developers and help gather supporting information to support their efforts in the design and development work.



- Work with BAs from other divisions for cross-divisional projects/initiatives.
- Assist Test Analysts/Managers in defining test strategies and test cases, and reviewing test documentation.
- Ensure adherence to Transpower's Service/Project Delivery processes and templates.
- Support business requirements throughout the lifecycle of a project including establishing requirements baselines and ensuring changes are properly tracked, managed, and agreed.
- Collaborate with Project Managers to contribute to the planning of project outcomes and tasks to ensure every action and deliverable is aligned with the original business goals.

Business Analysis Capability Involvement and Assistance

- Support the Business Analysis practice by contributing to and driving adoption of the standard templates, tools, and guides in the assigned projects.
- Fostering a culture of knowledge sharing and assets reuse across projects.
- Support and guide Associate Business Analysts in applying proper business analysis techniques and helping to ensure deliverables are always of high quality, prepared using standard templates, and are aligned with the project goals and organisational strategy across all stages of projects.
- Contribute to IST Business Analysis Community of Practice via participation in Business Analysis capability related discussions, initiatives, and presenting topics of interest for the community.

Positive Team Contribution

- Consistently demonstrate Transpower's behaviours.
- Encourage and support the immediate and wider team and divisions to deliver our strategic priorities.
- Proactively identify and drive continuous business improvement.
- Seize on the job learning opportunities.
- Team up to build enterprise-wide knowledge, cohesion and appreciation.
- Be part of creating a culture of constructive feedback across all levels.
- Perform other duties as required.
- Actively look for opportunities to improve services and support organisational change.

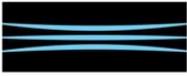
Maintain Transpower's Health & Safety Culture

- Knowledgeable about Transpower's Health and Safety policies and procedures.
- Know how to apply Health and Safety principles to achieve a safe and positive working environment.
- Take personal responsibility for one's own health and safety and that of other employees and relevant stakeholders.
- Take appropriate action to deal with workplace hazards and incidents in ways that comply with Health and Safety policies, procedures, systems and best practice.
- Strive for continual improvement in Health and Safety performance.
- Positively contribute to delivering a safe, zero harm workplace.

KNOWLEDGE, SKILLS, EXPERIENCE

Essential

- 3-5 years' experience working as a Business Analyst, Business Consultant, Solution Architect, Process Analyst, Product Owner, Scrum Master, Data Analyst or similar in an ICT consulting or delivery environment with exposure to some form of software/product development.
- Demonstrated experience in end-to-end business analysis tasks (e.g. from requirements elicitation via workshops & interviews, requirements documentation using both agile and waterfall techniques, process analysis and design, traceability, etc.).
- Excellent active listening and succinct verbal and written communication skills.
- Experience in high-quality documentation with attention to detail.
- Able to contribute to discussions and support decision-making based on data points and evidence.
- Openness to reach out to Senior Business Analysts in the team to seek support and mentor junior team members.



- Familiarity with applications used for analysis and requirements management such as Jira, Confluence, Azure DevOps, Rally, MS Whiteboard, etc.

Desirable

- BA techniques – Stakeholder Analysis, Pareto Principle, Value Canvas, Cost-Benefit Analysis, Benefits Realisation, writing requirements using MoSCoW, Storyboarding, Prototyping, SWOT, Risk Analysis etc.
- Exposure to business intelligence tools, data analysis/analytics, and reporting.
- Experience of business analysis in IT Infrastructure and security projects.

EDUCATION/QUALIFICATIONS

Essential

A tertiary qualification in related disciplines (Business Analysis, Computer Science, UX/UI design or any other ICT-related disciplines) or an equivalent degree with courses in IT or Business Analysis included in the programme of study.

Desirable

- BA certifications or diplomas issued by IIBA, BCS, PMI or other industry consortiums or recognised bodies.
- Agile/Scrum/Product Owner certifications.
- Cloud certifications – AWS, Azure, etc.

LIVING OUR BEHAVIOURS

The behaviours we exhibit at Transpower have a direct impact on our ability to achieve our goals. As with all roles at Transpower, you'll live and breathe our Behaviours. Our behaviours are that when we work with each other, our customers, communities and the land we are ***Nimble and Considered, Inclusive and Decisive, Courageous and Caring*** to keep the lights on, and empower our energy future, for New Zealand.