Position description

Title Intermediate Business Analyst	**Reports to** Business Analysis Manger
Division Transformation & Technology	**Department** Transformation
Location Auckland	**Last updated** July 2025

Our commitment as a Crown Entity

Ka mahitahi mātou o te ratonga tūmatanui kia hei painga mō ngā tāngata o Aotearoa i āianei, ā, hei ngā rā ki tua hoki. He kawenga tino whaitake tā mātou hei tautoko i te Karauna i runga i āna hononga ki a ngāi Māori i raro i te Tiriti o Waitangi. Ka tautoko mātou i te kāwanatanga manapori. Ka whakakotahingia mātou e te wairua whakarato ki ō mātou hapori, ā, e arahina ana mātou e ngā mātāpono me ngā tikanga matua o te ratonga tūmatanui i roto i ā mātou mahi.

In the public service we work collectively to make a meaningful difference for New Zealanders now and in the future. We have an important role in supporting the Crown in its relationships with Māori under the Treaty of Waitangi. We support democratic government. We are unified by a spirit of service to our communities and guided by the core principles and values of the public service in our work.

Role purpose

The Business Transformation Office team is responsible for implementing change at Lotto NZ. This includes the analysis associated with the specification, development, and testing of new initiatives and enhancements within a transformation & technology environment.

Overall, the position should understand business change needs, assess the impact of those changes, capture, analyse and document requirements and then lead the communication of the delivery of those requirements with relevant parties. Additionally the position will include assessing, proposing, and supporting solutions for automating time-consuming or manual processes, reducing or removing paper-based or manual technology activities at Lotto.

The position will need to be flexible and adaptable to change to allow Lotto NZ to make the most of new opportunities and move at a faster pace. From time to time this may require activities to be performed that sit outside that of a traditional Business Analyst role, such as project management, change management, QA, scrum master or product owner responsibilities. The Intermediate Business Analyst will work under the guidance of the Senior Business Analysts and the Business Analysis Manager.

What you will focus on

Business Requirements & Processes

- Lead requirements elicitation and product discovery for business changes.
- Analyse requirements to determine feasibility and business impact, perform gap analysis between current and future states, identify and recommend solutions to issues arising from the analysis.
- Translate, simplify, and document requirements to meet the level of detail and clarity for the audience (technical, functional / non-functional, high level, user stories, procedural, etc).
- Support and maintain user stories delivered to sprints and a prioritised product backlog.
- Identify process impacts and changes, facilitate development of the changes, document and support the business in training & education.
- Capture, document and maintain business process flows to industry standard (BPMN, EPC etc.), with experience preferred in MS Visio, ARIS or similar.
- Manage and communicate requirements across all business stakeholders, QA, vendors, and business partners.
- Conduct technical business analysis work, which may include data modelling, APIs, system integration requirements as highly desirable skills.
- Actively seek out opportunities to introduce automation to the business in order to increase efficiency and effectiveness of our systems and services and reduce risk and cost of manual repetitive activities.
- Work closely with our vendors to ensure that automation products are developed, released, patched, and managed effectively.

Delivery of Business and Technology Change

- Work within cross-functional teams in Lotto NZ to ensure delivery of business initiatives and enhancements.
- Adapt to fulfil different roles and responsibilities required to ensure a successful outcome is achieved. E.g., this role may be required to adopt some Change Management, Project Management, Scrum Master and/or Product Owner responsibilities if the need arises.
- Follow Lotto NZ project management and system/application support processes.
- Support the build, testing, end-user training, implementation, and post go-live support associated with delivering new initiatives/enhancements.
- Liaise with key stakeholders and end users to ensure support and acceptance of projects.
- Analyse and make recommendations on business initiatives and enhancements, ensuring these are produced in a timely manner and with demonstrated understanding of the underlying business requirements/ strategy.
- Ensuring change management procedures and policies are continuously improved to increase efficiency and reduce risk. Supporting and in some cases lead business change with appropriate change management deliverables.
- Work with stakeholders across the business to ensure testing and validation of automated solutions exists and is fit-for-purpose, providing the information the business needs to ensure that our products and services remain available and functioning well.
- Continuously assess and propose process improvements and solutions for the business which minimise cost, maximise efficiency, with an 'automation-first' philosophy

Consultation & Support

- Participate with project teams to deliver and implement solutions against defined requirements, feasibilities, and business cases.
- Analyse and make recommendations on business initiatives and enhancements, ensuring these are produced in a timely manner and with demonstrated understanding of the underlying business requirements / strategy.

Knowledge & Development

- Maintain the business user awareness of available solutions and how these could be deployed to deliver operational and process efficiencies.
- Develop knowledge on the methods used by Lotto NZ. This could include SDLC, Waterfall, FDD, process engineering, Scrum, Agile.

Other

- Any other duties as reasonably required by Business Analysis Manager or other key stakeholders.
- Ensure all company policies, procedures and guidelines are followed and adhered to.
- Take an active role in promoting and ensuring a safe and healthy workplace at Lotto NZ for yourself and others.
- Lotto NZ's purpose is to provide safe gaming that allows New Zealanders to play and win while contributing money back to New Zealand communities: Ensure that minimising the potential for harm from our games is a key consideration in all day-to-day activities and decision making, through adhering to all Lotto NZ responsible gaming processes and policies.
- Ensure the Lotto NZ Health and Safety policy is adhered to (including procedures in the Health and Safety Manual) and hazards, incidents and near misses are reported in the Health and Safety system in a timely manner.
- Comply with all Lotto NZ security policies and instructions, complete all required security awareness training and report any security incidents
or concerns in a timely manner.

Your skills and experience

Technical skills	• General knowledge of core business analysis skill set including FRs, NFRs, process modelling. • Experience in SharePoint, JIRA, and Confluence (or similar requirements delivery tools) is highly desirable. • Experience in system integration & data highly desirable. • Domain knowledge in Lotteries highly desirable • General knowledge in CX and UX highly desirable. • Certifications and/or experience in software automation practices, with tools such as Power platform (Dynamics 365), UI Path, Probity or similar is highly desirable
Experience	• 3+ years' experience in a Business Analyst or similar role. • General knowledge of business analysis domain, with some experience in requirements methodologies and practices in complex IT and business change projects. • Experience in agile and/or hybrid methodologies • The ability to work across boundaries within all divisions of a business. • Evidence of strong process analysis and automation experience that resulted in business optimisation and value
Qualifications	Relevant tertiary qualification or equivalent work experience.

Authorities

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