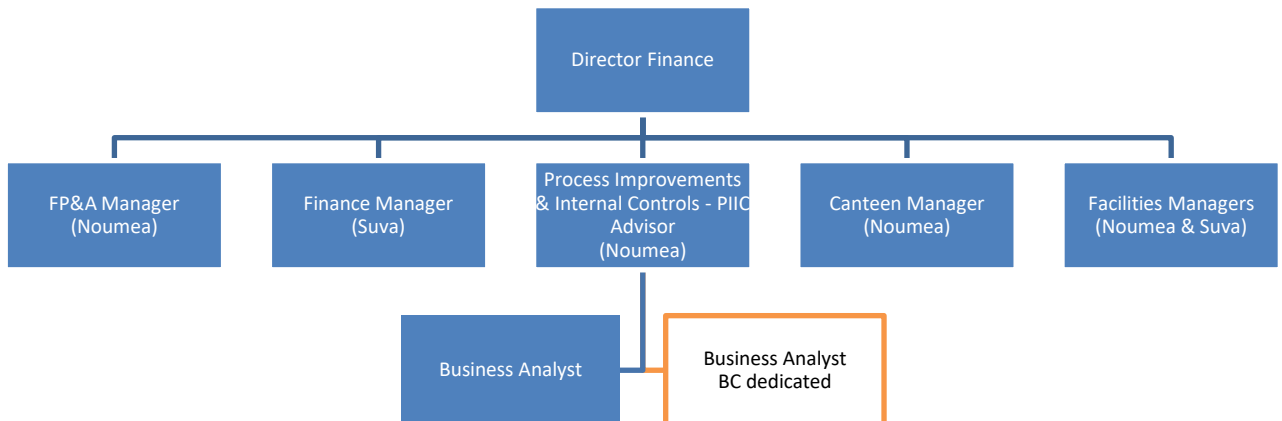




JOB DESCRIPTION

Job Title:	Business Analyst - Business Central (BC) Implementation
Work Unit:	OMD, Finance
Location	Noumea
Reporting to:	Process Improvements & Internal Controls (PIIC) Advisor
Number of direct reports:	None
Purpose of job:	Support to PIIC Advisor: business process analysis and requirements; Business Central implementation, management & improvement; System upgrade and implementation of add-ons; finance system and process risk identification, other general.
Date:	November 2024

Organisation Context:



Key Result Areas:

The position of Business Analyst encompasses the following major functions or Key Result Areas:

1. Business process analysis and requirements: 20%
2. Business Central (BC) implementation, maintenance and improvement: 60%
3. Finance system and process risk identification 10%
4. Other general 10%

The requirements in the above Key Result Areas are broadly identified below.

Jobholder is accountable for	Jobholder is successful when
<p>1. Business process analysis and requirements</p> <p>Under the guidance of the PIIC Advisor:</p> <p>a) Business processes</p> <ul style="list-style-type: none"> • Map process workflows of significant finance business processes in consultation with process owners and operators. • Evaluate and analyse workflows for effectiveness and efficiency. Identify areas of internal control deficiency and recommend improvement actions. Use various data modelling techniques in these analyses. • Maintain a schedule of process workflows to ensure regular updates are performed. • Produce understandable documentation on significant finance business processes. • Identify KPIs that may be useful to measure and track to report on efficiencies. Ensure these are put in place and reported on to management. <p>b) Requirements</p> <ul style="list-style-type: none"> • Develop key business requirements of each significant finance business process in consultation with the senior central finance team. • Match the business requirements of existing processes and systems and highlight gaps. • Explore different solutions and make recommendations of which solutions to pursue under the supervision of the PIIC and in consultation with ICT. <p>c) Improvements</p> <ul style="list-style-type: none"> • With guidance of the Finance Director and PIIC Advisor contribute to the continuous improvements of processes. • Proposes improvements in business processes and workflows. • Review implications on the finance systems. <p>d) Implementation and maintenance</p> <ul style="list-style-type: none"> • Support training of all users affected by the business processes and workflows. • Maintain up-to-date documentation of change to business processes and workflows. 	<ul style="list-style-type: none"> • Significant finance process workflows are mapped and updated periodically • Relevant and workable recommendations are made to improve efficiencies and the effectiveness of business workflows. • Suitable KPIs are developed and used to track performance of key business processes. • Business requirements of key processes are documented appropriately • Gaps between system capabilities and requirements are clearly documented. • Solutions to bridge gaps are well articulated in recommendations. • key stakeholders and users are well trained and have changed business process to implement the changes.
<p>2. Business Central (BC) implementation, maintenance and improvement</p> <p>a) Project management</p>	

<ul style="list-style-type: none"> • Be the project manager for the upgrade of the finance system from NAV17 to MS Dynamics Business Central • Use known project methodologies to manage projects • Develop good working relationships with other stakeholder (team members, Division represent, steering committee, external technology consultant, etc) • Work closely with the PIIC Advisor to ensure a good working relationship with vendors and high-quality deliverables received from vendors on all SPC's requirements. • Communicate with relevant stakeholders. Write and present information to project steering committee, with well-developed recommendations if decisions are required. • Manage the project risk register and develop recommendations on risk mitigating actions. • Management planning and report any issue with resources availability. <p>b) Documentation</p> <ul style="list-style-type: none"> • Develop internal documentation of BC to complement documentation that may be provided by the vendor. This includes all changes to standard functionality, technical specifications, workflows and training information. <p>c) Testing and training</p> <ul style="list-style-type: none"> • Provide support to the central finance team as they undertake user acceptance testing and key user training. • Liaise with the consultant on behalf of the testing team to ensure issues are well explained and resolved in a timely manner. <p>d) Support and Maintenance</p> <ul style="list-style-type: none"> • Develop requirements around the support and maintenance of BC. • Be Business Central Product Owner. • Maintain Roadmap. • Manage system continuous improvement by identifying area of improvement, suggest solution, discuss with technical team and follow implementation. 	<ul style="list-style-type: none"> • Project is well managed and delivered as planned <ul style="list-style-type: none"> • Business requirements of key processes are documented appropriately • System deficiencies are understood by all stakeholders as it pertains to requirements. <ul style="list-style-type: none"> • Any change is appropriately tested • Change log is up to date <ul style="list-style-type: none"> • System improvement plans are developed. • Technical system changes are implemented to plan. • Strong stakeholder relationships are developed. • Roadmap is developed and realistic. • Finance systems are well maintained.
<p>3. Finance system and process risk identification</p> <p>a) Business risk</p> <ul style="list-style-type: none"> • Based on business process and workflow documentation, identify flaws in processes and system for each role ensuring separation of duties and relevant system access for all modules. • Conduct periodic reviews of systems and process to identify possibles risks <p>b) IT system security</p> <ul style="list-style-type: none"> • Participate with ICT to periodic tests to ensure all systems are adequately secured • Identify roles and set-up access accordingly • Support any change in system 	<ul style="list-style-type: none"> • Business risks are correctly identified and reported • Mitigation actions are suggested <ul style="list-style-type: none"> • IT system security is discussed with stakeholders • Systems changes are tested adequately

<p>4. Other general</p> <p>a) Teamwork</p> <ul style="list-style-type: none"> • Work closely with the other business analyst in the PIIC team to ensure their work is complementary and aligned to the overall team objectives. Support each other to achieve the team goals. • Must take a team-oriented approach by proactively assisting others in the Finance teams. • Support the shared services approach / project. • Any other task that may be delegated. <p>b) Project approach</p> <ul style="list-style-type: none"> • Develop the project culture within finance <p>c) Technology watch</p> <ul style="list-style-type: none"> • Explore new possibilities • Organise meeting with vendor and demo for innovative solutions • Share tips to teams <p>d) IT development</p> <ul style="list-style-type: none"> • Use low / no code tools to create small automatization / Apps / Dashboard for users with the help of ICT 	<ul style="list-style-type: none"> • Business analysts work effectively in alignment. • Project methodology is applied • Good practises are shared and lessons learn are documented • Relevant new technologies are introduced to team members • Small tool and application are created
---	--

Note

The above performance standards are provided as a guide only. The precise performance measures for this position will need further discussion between the jobholder and supervisor as part of the performance development process.

Work Complexity:

Most challenging duties typically undertaken:
<ul style="list-style-type: none"> • Providing high quality analyses and support to the finance director and PIIC Advisor • Becoming a trusted business partner for all SPC divisions. • Forward thinking, understanding SPC system needs for today and the future

Functional Relationships & Relationship Skills:

	Key contacts	Nature of the contact most typical
External	<ul style="list-style-type: none"> • Consultants, system support vendors. 	<ul style="list-style-type: none"> • Giving, receiving, requesting information, explaining things, resolving issues.
Internal	<ul style="list-style-type: none"> • Central finance team members, OMD teams, finance services, ICT. 	<ul style="list-style-type: none"> • Giving, receiving, requesting information, explaining things, resolving issues, gaining cooperation.

Level of Delegation:

Routine Expenditure Budget: 0

Budget Sign off Authority without requiring approval from direct supervisor: 0

Person Specification:

This section is designed to capture the expertise required for the role at the 100% fully effective level. (This does not necessarily reflect what the current position holder has.) This may be a combination of knowledge / experience, qualifications, or equivalent level of learning through experience or key skills, attributes or job specific competencies.

Qualifications

Essential:	Desirable:
<ul style="list-style-type: none"> Degree in accounting, business administration or similar financial management qualification with an IT major. Or IT degree with major in accounting or finance related subject. Project management certification 	<ul style="list-style-type: none"> Membership in a recognised professional accounting body Business Central certifications

Knowledge / Experience

Essential:	Desirable:
<ul style="list-style-type: none"> Have at least 5 years of experience in accounting or IT systems analysis work. Experience in use of Business Central Microsoft ERP and reporting tools. Experience in process workflow analysis, preparation of system requirements and data modelling techniques. Ability to think critically and provide insightful analysis. Strong client focus with high level of responsiveness and demonstrated performance in delivering outputs. Excellent O365 skills (Excel, SharePoint, ...) Excellent English language both spoken and written. 	<ul style="list-style-type: none"> Experience in a development organisation. Strong desirability for written and spoken French proficiency. Experience in Microsoft Dynamics modules (Nav, Sales, Project Operations, Talents, ...) Experience with power platform (Power apps, Power Automate, etc) and Jet Reports. Sensibility on AI technologies. Power BI capability

Key Skills /Attributes / Job Specific Competencies

The following levels would typically be expected for the 100% fully effective level:

Expert level	<ul style="list-style-type: none"> Aptitude for the provision of high-quality service. Customer focus – work to ensure customers (mainly internal) are satisfied with level of service.
Advanced level	<ul style="list-style-type: none"> A high level of interpersonal skills and cultural sensitivity.

	<ul style="list-style-type: none"> • A flexible approach and a willingness to assist with a variety of other tasks within the Secretariat. • Attention to detail – ability to check information • Ability to set priorities successfully working with minimal supervision.
Working Knowledge	<ul style="list-style-type: none"> • Commitment to continuous improvement. • Very good oral and written communication skills. • SPC Regulations and Policies.

Key Behaviours

*All employees are measured against the following **Key Behaviours** as part of Performance Development:*

- Change and Innovation
- Interpersonal Skills
- Teamwork
- Promotion of Equity and Equality
- Judgement
- Building Individual Capacity

Personal Attributes

- Ability to lead and motivate team
- teamwork
- Open to change; orientation to continuous improvement
- strong attention to detail
- Results focused; client focussed.
- Committed to organization
- Personal integrity
- Excellent interpersonal skills to work in a multicultural working environment
- Positive attitude
- Good communicator

Change to Job Description:

From time to time it may be necessary to consider changes in the job description in response to the changing nature of our work environment – including technological requirements or statutory changes. Such change may be initiated as necessary by SPC. This Job Description may be reviewed as part of the preparation for performance planning for the annual performance cycle.