

# ROLE DESCRIPTION

<b>Role Title:</b> Business Intelligence Developer	<b>Number of Direct Reports:</b> nil
<b>Directorate:</b> Information	<b>Budget:</b> N/A
<b>Reports To:</b> Team Leader Analytics	<b>Location:</b> Wellington
<b>Remuneration grade:</b> BI Developer junior IT12   BI Developer IT17   BI Developer senior IT20	<b>Date:</b> March 2022

## Public Service

Ka mahitahi mātou o te ratonga tūmatanui kia hei painga mō ngā tāngata o Aotearoa i āiane, ā, hei ngā rā ki tua hoki. He kawenga tino whitake 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.

You can find out more about what this means at (<https://www.publicservice.govt.nz/about-us>)

## Role of Tertiary Education Commission (Te Amorangi Mātauranga Matua)

<p><b>Our purpose</b></p> <p>To shape a dynamic system that delivers lifelong learning and equips learners, communities and employers for success.</p> <p><b>Our vision</b></p> <p>A resilient, prosperous New Zealand – where every person has the skills, knowledge and confidence to create a fulfilling life.</p>	<p><b>Tō mātou pūtake</b></p> <p>Tāreia te pūnaha kia hihiri, ko te ako taumano te hua- kia rite ai ngā akonga, ngā hapori me ngā kaituku mahi mō te angitu.</p> <p><b>Tō mātou wawata</b></p> <p>Kia tū aumangea, kia taurikura a Aotearoa- kei a te katoa ngā pūkenga, te mātauranga me te whakamanawa e tipu ai te mauri ora.</p>
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<p><b>Our Values and Behaviours</b></p> <p><b>Work together for success</b> We do this by:</p> <ul style="list-style-type: none"> <li>actively looking for input from others</li> <li>crafting a safe, open environment for sharing ideas</li> <li>valuing other people’s contributions and perspectives</li> </ul> <p><b>Connect with people</b> We do this by:</p> <ul style="list-style-type: none"> <li>creating culturally affirming spaces with shared dignity</li> <li>treating others with kindness, respect and generosity</li> <li>supporting who we work with and the work they do</li> </ul> <p><b>Service matters</b> We do this by:</p> <ul style="list-style-type: none"> <li>asking questions and listening, with empathy, to understand</li> <li>helping everyone involved by resolving promptly and accurately</li> <li>learning from the people we work with and for</li> </ul> <p><b>Do the right thing</b> We do this by:</p> <ul style="list-style-type: none"> <li>being consistent with our talk and walk</li> <li>acting with honesty and accountability, even when it’s hard</li> <li>giving it our all and delivering</li> </ul> <p>More information can be found on our website: <a href="http://www.tec.govt.nz">www.tec.govt.nz</a></p>	<p><b>Tikanga me te whakatinana</b></p> <p><b>Mahi ngātahi kia angitu</b> Mā te:</p> <ul style="list-style-type: none"> <li>rapu whakaaro mai i tēnā, i tēnā</li> <li>whakarite wāhi haumarū, whakawhitiwhiti whakaaro</li> <li>whakanui i ia tangata, ōna pukenga me ōna whakaaro</li> </ul> <p><b>He tūhonohono</b> Mā te:</p> <ul style="list-style-type: none"> <li>whakarite wāhi whakamana i te tangata me tōna whakapapa</li> <li>whai kia ngākau māhaki, aroha ki te tangata</li> <li>tautoko i tēnā, i tēnā me ā rātou mahi</li> </ul> <p><b>Awhi mai, awhi atu</b> Mā te:</p> <ul style="list-style-type: none"> <li>whakarongo, mā te ngākau māhaki, kia mārāma ai</li> <li>ringa āwhina, mā te ringa hora kia tika te whakatau</li> <li>mōhio he akoranga anō kei tēnā, kei tēnā, ahakoa ko wai</li> </ul> <p><b>Mahia kia tika</b> Mā te:</p> <ul style="list-style-type: none"> <li>whai kia rite te kōrero ki te mahi</li> <li>mahi pono, ahakoa te aha</li> <li>whakapau kaha kia tutuki pai</li> </ul>
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## Directorate:

The Information Directorate is responsible for the development and delivery of the TEC’s data, information and ICT tools and infrastructure to enable the organisation to meet its goals and to operate effectively and efficiently.

Specifically, this directorate manages TEC’s data assets and data relationships strategically and operationally over their full lifecycle. They build partnership networks to transform TEC into a highly respected “information broker” for learners, the tertiary education system and other stakeholders; thereby supporting TEC to be an influential leader. Information Directorate is also accountable for managing all technological resources of the organisation, contributing to the technological vision for the organisation, and enabling the organisation’s technological development. It ensures the ICT platforms and services TEC needs to achieve its operational and strategic goals are provided in a timely and cost-effective way, achieving an optimal balance of quality and cost over the long run.

## Business Intelligence Developer

<b>Position purpose:</b> The purpose of this role is to develop and produce management information to provide insights and aid decision making. This includes facilitating understanding by displaying concepts, ideas, and facts using graphical representations.			
<b>Key Accountabilities:</b>	<b>Deliverables include:</b>		
	JUNIOR	INTERMEDIATE	SENIOR
Business processes	<ul style="list-style-type: none"> <li>Uses understanding from exposure to Agile principles and techniques (may be limited experience).</li> </ul>	<ul style="list-style-type: none"> <li>Uses analytical and critical thinking.</li> <li>Uses Agile principles and techniques.</li> <li>Presents ideas in business-friendly and user-friendly language.</li> <li>Absorbs new ideas and concepts quickly.</li> </ul>	<ul style="list-style-type: none"> <li>Leads exploration of new approaches to data visualisation.</li> <li>Advises on the appropriate use of data visualisation for different purposes and context.</li> <li>Effectively prioritises and executes tasks in a high-pressure environment.</li> <li>Exhibits very strong customer service orientation.</li> <li>Uses excellent verbal and written communication skills.</li> </ul>
Design	<ul style="list-style-type: none"> <li>Creates requirements and design documentation before proceeding with development.</li> </ul>	<ul style="list-style-type: none"> <li>Applies a variety of visualisation techniques and designs to the content and appearance of data visuals.</li> </ul>	<ul style="list-style-type: none"> <li>Establishes the purpose and parameters of the data visualisation. Provides overall control to ensure effectiveness and consistency.</li> </ul>
Develop	<ul style="list-style-type: none"> <li>Assists with the creation of regular business intelligence reports using TEC's information products.</li> <li>Supports data preparation from existing sources.</li> <li>Create data visuals.</li> </ul>	<ul style="list-style-type: none"> <li>Operationalises and automates activities for the efficient and timely production of data visuals.</li> <li>Selects appropriate visualisation approaches from a range of applicable choices.</li> <li>Works across teams to deliver information via the Qlik Analytics Platform (QAP) on the web.</li> <li>Provides solutions via the Qlik APIs for internal users.</li> </ul>	<ul style="list-style-type: none"> <li>Ensures BI tools are optimised and aligned with current and future business requirements.</li> <li>Maintains the semantic layer between the data warehouse and the BI platform.</li> <li>Automates processes to ensure end-users have access to the latest, up-to-date information.</li> </ul>
Test	<ul style="list-style-type: none"> <li>Test visualisations as required</li> </ul>	<ul style="list-style-type: none"> <li>Checks and adheres to TEC's data security and privacy requirements before any visualisation is released to production.</li> </ul>	
Technical support		<ul style="list-style-type: none"> <li>Manages upgrades and other improvements of the BI environment.</li> <li>Supports the integration of the BI environment with 3<sup>rd</sup> party tools to provide predictive analytics and machine learning solutions.</li> </ul>	<ul style="list-style-type: none"> <li>Manages upgrades and other improvements of the BI environment.</li> <li>Supports the integration of the BI environment with 3<sup>rd</sup> party tools to provide predictive analytics and machine learning solutions.</li> </ul>
Technical expertise	Uses: <ul style="list-style-type: none"> <li>SQL</li> <li>Developing Qlik skills</li> <li>Developing PowerBI skills</li> </ul>	Uses: <ul style="list-style-type: none"> <li>Advanced SQL skills.</li> <li>JavaScript</li> <li>Good practise data visualisation skills.</li> <li>Developing with Qlik Sense (including the APIs) skills</li> <li>Developing Data Analysis Expressions and PowerBI skills</li> </ul>	Uses <ul style="list-style-type: none"> <li>Qlik Sense</li> <li>Advanced SQL skills.</li> <li>JavaScript</li> <li>Good practise data visualisation skills.</li> <li>Data Analysis Expressions and PowerBI is desirable</li> </ul>
Relationship Management	<ul style="list-style-type: none"> <li>Establishes and maintains a network of collaborative relationships within the team, and across and outside the organisation, to help deliver the team work plan</li> <li>Represents the organisation in interactions with stakeholders, if required</li> </ul>		
Compliance & Risk	<ul style="list-style-type: none"> <li>Ensures compliance with all organisational and government compliance and policy requirements, including ensuring security and privacy policies are observed</li> <li>Takes a risk-based approach to reporting and delivery ensuring risk management is included as part of daily role</li> </ul>		
Health, safety & wellbeing	<ul style="list-style-type: none"> <li>Ensures knowledge and understanding of health, safety and wellbeing. Ensures compliance with the TEC's health and safety policies and procedures for reporting accidents and hazards.</li> </ul>		
Ongoing professional development	<ul style="list-style-type: none"> <li>Actively engages in personal professional development activities, seeks regular feedback on performance, and undertakes such development as agreed with manager.</li> <li>Works within a specific portfolio, speciality, or primary area of focus which is assigned but may be changed at any time to meet business needs, to ensure fresh approaches, and/or to help out colleagues and assist with peaks and troughs of work demand.</li> <li>Undertakes training to develop skills and enable a flexible approach so the team has the depth of skills, flexibility and back up when needed.</li> </ul>		

<b>Key Relationships</b>	<ul style="list-style-type: none"> <li>Information Directorate colleagues and leaders</li> <li>Project Managers</li> <li>Business, technical and product owners of systems</li> </ul>	<ul style="list-style-type: none"> <li>Business representatives</li> <li>Providers, vendors, suppliers, and external information services networks</li> <li>External IT customers and key contacts in other government agencies, particularly in the education sector</li> </ul>
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<b>Knowledge, Experience and Skills required:</b>		
JUNIOR	INTERMEDIATE	SENIOR
<p><b>Qualifications:</b></p> <ul style="list-style-type: none"> <li>degree in computer science or other relevant discipline and/or equivalent experience</li> </ul> <p><b>Experience and knowledge:</b></p> <ul style="list-style-type: none"> <li>SQL skills</li> <li>Developing Qlik skills</li> <li>Developing PowerBI skills</li> <li>Understanding of Agile principles and techniques</li> </ul> <p><b>Personal skills &amp; abilities:</b></p> <ul style="list-style-type: none"> <li>Critical thinking skills and ability to solve problems</li> <li>Well-developed written and verbal communication skills</li> <li>Self-motivated and directed</li> <li>Ability to work in team-based environments</li> </ul>	<p><b>Qualifications:</b></p> <ul style="list-style-type: none"> <li>degree in computer science or other relevant discipline and/or equivalent experience</li> </ul> <p><b>Experience and knowledge:</b></p> <ul style="list-style-type: none"> <li>Advanced SQL skills</li> <li>JavaScript</li> <li>Good practise data visualisation skills</li> <li>Developing with Qlik Sense (including the APIs) skills</li> <li>Developing Data Analysis Expressions and PowerBI skills</li> <li>Experience with Agile principles and techniques</li> </ul> <p><b>Personal skills &amp; abilities:</b></p> <ul style="list-style-type: none"> <li>Capable of primarily self-directed work</li> <li>User-centric development approach</li> <li>Committed to quality</li> <li>Focuses on delivering something quickly and refining with input</li> <li>Can work productively within a time-box management approach</li> <li>Ability to contribute to the development of an iterative IT process</li> <li>Ability to explain technical information to non-technical team members</li> <li>Able to explain the technical impacts and value of options</li> <li>Ability to work in a collaborative style in team-based environments</li> </ul>	<p><b>Qualifications:</b></p> <ul style="list-style-type: none"> <li>graduate degree in computer science or other relevant discipline and/or equivalent experience</li> </ul> <p><b>Experience and knowledge:</b></p> <ul style="list-style-type: none"> <li>Qlik Sense</li> <li>Advanced SQL skills</li> <li>JavaScript</li> <li>Good practise data visualisation skills</li> <li>Data Analysis Expressions and PowerBI is desirable</li> <li>Ability to engage with business users to understand their information needs.</li> <li>Very strong customer service orientation.</li> <li>Experience using an agile methodology.</li> <li>Advanced SQL and analytics skills.</li> <li>Strong experience with data analysis and data modelling.</li> <li>Good understanding of database structures, theories, principles and practices.</li> </ul> <p><b>Personal skills &amp; abilities:</b></p> <ul style="list-style-type: none"> <li>Ability to explain technical information to non-technical team members</li> <li>Ability to work in a collaborative setting, be self-motivated and proactive working under minimal supervision and going beyond his/her call of duty</li> <li>Ability to work on multiple tasks prioritize and meet tight deadlines</li> <li>Willingness and experience to coach and mentor others</li> </ul>

TEC Core Competencies: JUNIOR	INTERMEDIATE	SENIOR
<p>TEC staff working as one organisation are expected to demonstrate the following competencies:</p> <p><b>Connects with people – Level 1</b></p> <ul style="list-style-type: none"> <li>• Is customer focussed and continually looks to improve</li> <li>• Tailors messages to the audience</li> <li>• Values diversity and is culturally aware</li> <li>• Effectively negotiates mutual expectations and builds rapport</li> <li>• Builds and manages relationships</li> </ul> <p><b>Is a team player – Level 1</b></p> <ul style="list-style-type: none"> <li>• Works well with a variety of teams and groups</li> <li>• Can work with peers openly and constructively, sharing their own views while considering alternate perspectives</li> <li>• Is trusted and supported by peers</li> <li>• Ensures their approach to collaborative issues is appropriate and positive</li> </ul> <p><b>Is an ambassador and champion for ‘One TEC’ – Level 1</b></p> <ul style="list-style-type: none"> <li>• Communicates vision helping people to understand what we are doing and why</li> <li>• Breaks down ‘silos’, works across boundaries and collaborates with others to achieve organisational results</li> </ul> <p><b>Is innovative and breaks barriers – Level 1</b></p> <ul style="list-style-type: none"> <li>• Sees how new ideas can work, and is able to make the hard decisions about which should be pursued or not</li> <li>• Is unafraid to suggest new and different approaches</li> <li>• Can sell new ideas in a tough environment</li> </ul> <p><b>Has the cultural capability to drive beneficial outcomes for Māori learners – Level 1</b></p> <ul style="list-style-type: none"> <li>• Proactively considers ways to ensure Māori learners enjoy and achieve tertiary education success, and acts on them</li> <li>• Thinks, plans and incorporates tikanga Māori and Te Reo Māori into our business and practices</li> <li>• Understands and encourages self and others to embrace Māori cultural capability</li> </ul>	<p>TEC staff working as one 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demonstrate the following competencies:</p> <p><b>Connects with people – Level 2</b></p> <ul style="list-style-type: none"> <li>• Is customer focussed and continually looks to improve</li> <li>• Tailors messages to the audience</li> <li>• Values diversity and is culturally aware</li> <li>• Effectively negotiates mutual expectations and builds rapport</li> <li>• Builds and manages relationships</li> </ul> <p><b>Is a team player – Level 2</b></p> <ul style="list-style-type: none"> <li>• Works well with a variety of teams and groups</li> <li>• Can work with peers openly and constructively, sharing their own views while considering alternate perspectives</li> <li>• Is trusted and supported by peers</li> <li>• Ensures their approach to collaborative issues is appropriate and positive</li> </ul> <p><b>Is an ambassador and champion for ‘One TEC’ – Level 2</b></p> <ul style="list-style-type: none"> <li>• Communicates vision helping people to understand what we are doing and why</li> <li>• Breaks down ‘silos’, works across boundaries and collaborates with others to achieve organisational results</li> </ul> <p><b>Is innovative and breaks barriers – Level 2</b></p> <ul style="list-style-type: none"> <li>• Sees how new ideas can work, and is able to make the hard decisions about which should be pursued or not</li> <li>• Is unafraid to suggest new and different approaches</li> <li>• Can sell new ideas in a tough environment</li> </ul> <p><b>Has the cultural capability to drive beneficial outcomes for Māori learners –Level 2</b></p> <ul style="list-style-type: none"> <li>• Proactively considers ways to ensure Māori learners enjoy and achieve tertiary education success, and acts on them</li> <li>• Thinks, plans and incorporates tikanga Māori and Te Reo Māori into our business and practices</li> <li>• Understands and encourages self and others to embrace Māori cultural capability</li> </ul>
Role specific competencies		
<p><b>Is Organised and Systematic - Level 1</b></p> <ul style="list-style-type: none"> <li>• Arranges time and tasks so that all activities can be delivered when required</li> <li>• Thinks about major roadblocks and discusses options with other staff or managers</li> <li>• Has information available for those who need it</li> </ul> <p><b>Develops own capability – Level 1</b></p> <ul style="list-style-type: none"> <li>• Seeks opportunities to develop skills and knowledge</li> <li>• Attends appropriate learning activities and seeks on the job training that stretch their abilities</li> <li>• Searches for opportunities to participate in projects that grow their capability through experience on the job</li> </ul>	<p><b>Takes accountability and manages performance – Level 1</b></p> <ul style="list-style-type: none"> <li>• Pays close attention to what needs to be achieved and agrees goals before beginning work</li> <li>• Provides comment and feedback on work as it is happening</li> <li>• Pays close attention to work processes collecting information and making changes as necessary to deliver</li> </ul> <p><b>Quality writing – Level 1</b></p> <ul style="list-style-type: none"> <li>• Is a good writer, making communications clear and simple and staying focused on the topic</li> <li>• Is good at varying style for the audience</li> <li>• Is able to competently write anything from a brief report to a comprehensive persuasive argument</li> </ul>	<p><b>Is Organised and Systematic - Level 2</b></p> <ul style="list-style-type: none"> <li>• Has no problem doing many different tasks at once</li> <li>• Is aware of potential problems and takes steps to make sure there is an option for dealing with them</li> <li>• Projects run smoothly because they have the right people in the right place at the right time</li> <li>• Keeps information well organised and available to all</li> </ul> <p><b>Coaches and motivates others – Level 2</b></p> <ul style="list-style-type: none"> <li>• Pushes others to strive for new levels of growth and development</li> <li>• Helps other people learn new skills and is available for assistance whenever required</li> <li>• Identifies opportunities for new staff to develop in their own area of expertise or interest</li> </ul>

