

Job Description

POSITION TITLE:	CAPACITY ANALYST	Grading:	
REPORTS TO:	MIS MANAGER	Direct Reports:	#
UNIT/BRANCH/DIVISION	MANAGEMENT INFORMATION SYSTEMS	Indirect Reports:	#
		Date approved:	##/##/####

Function

This position resides in the Management Information Systems branch within the broader ICT Strategy and Programs division of Company X. This branch is responsible for the implementation and management of Information systems both internal to Company X and as prescribed in the Service Catalogue. Addition functions of this branch include Capacity and Financial analysis and security / risk policy development, implementation and subsequent enforcement across the organization. The branch therefore consists of the following support staff.

1. Business system specialist
2. Business System Analyst
3. Capacity Analyst
4. Security manager
5. Security & Risk Manager
6. QA & Compliance Lead
7. Financial Analyst

The branch will also provide guidance to the ICT Strategy and Planning group with respect future Capacity needs as well as cost analysis on services within Company X

Key Relationships

In addition to the above staff, this branch works closely with several branches across Company X as outlined below

ICT Strategy and Program Branch	Key Relationships
ICT Solution Development	<ul style="list-style-type: none"> • Security / risk policies • Capacity planning
ICT Strategy and Planning	<ul style="list-style-type: none"> • DR / BCP Specialist • Standards and Governance
ICT Operations Branch	Key Relationships
Account Manager	<ul style="list-style-type: none"> • Assessment of new Customer Projects (Capacity planning)
Chief Operating Officer	<ul style="list-style-type: none"> • Capacity Planning • Implementation Sign-off (Business Information Systems)
Finance Branch	Key Relationships
Finance Officer	<ul style="list-style-type: none"> • Operational costs and forecasts • Business planning

Role Description

As manager of the Management Information Systems branch this position has responsibility for the efficient and effective implementation of Business Information Systems as well as the development and implementation of security policies in accordance to the framework defined by the ICT Strategy and Planning group. It is the role responsibility to ensure stakeholders security requirements, as well as State and Federal requirements are met and is appropriately reflected and enforced via Company X stated policies.

Customer's confidence in Company X service provisioning will be supported by its ability to manage capacity requirements. The MIS manager will be responsible to report on current and project capacity trends and ensures capacity issues are identified and proactively addressed through operational groups.

An understanding of the financial costs relating to the internal technical services supporting Company X business services catalogue is vital to the effectiveness of the organization. The MIS Manager will ensure appropriate reporting frameworks are in place with respect to costs associated to the technical service catalogue.

As this role encompasses the key mechanisms that allow Company X to manage itself as an effective service deliver, the incumbent will need to be a strong strategic thinker, influencer and advocate of a rigorous governance environment.