

Position Description



Position title:	Business Analyst
School/Directorate/VCO:	Information Technology Services
Campus:	Mt Helen Campus. Travel between campuses may be required.
Classification:	Within the HEW Level 7 range
Time fraction:	Full-time
Employment mode:	Continuing employment
Probationary period:	This appointment is offered subject to the successful completion of a probationary period.
Further information from:	Mr George Mioch, Manager Project Delivery & Reporting Telephone: (03) 5327 8725 E-mail: g.mioch@federation.edu.au
Recruitment number:	851080

Background

At Federation University, we are driven to make a real difference to the lives of every student, and to the communities we serve.

We are one of Australia's oldest universities, known today for our modern approach to teaching and learning. For 150 years, we have been reaching out to new communities, steadily building a generation of independent thinkers united in the knowledge that they are greater together.

Across our university and TAFE campuses in Ballarat, Berwick, Brisbane, Gippsland, and the Wimmera, we deliver world-class education and facilities. With the largest network of campuses across Victoria, as well as a growing Brisbane base, we are uniquely positioned to provide pathways from vocational education and skills training at Federation TAFE through to higher education.

Portfolio

Information Technology Services (ITS) strives to be an innovative and reliable partner to the University, engaging all areas of the business in a collaborative and adaptable approach. ITS provides dependable services, whilst ensuring excellence in what we do, with quality and integrity.

Comprising of several cross-functional teams supported by an underpinning service support layer and governed by an overall strategic services and business solutions framework, ITS ensures that investment in technology is fit for purpose and benefits the University.

Position summary

The Business Analyst is responsible for the oversight and delivery of the analysis, design and preparation of specifications for applications and multiple projects, as part of project delivery at the University.

The position encompasses liaison with, and relationship maintenance of, current and potential system users, project planning, business process and requirements, technical development, writing plans and reports and evaluation of project outcomes.

Travel between campuses will be required.

Key responsibilities

1. Conduct stakeholder analysis and plan the execution of business analysis tasks and communication.
2. Research users' needs and business problems through a range of strategies including interviews, document analysis, surveys, site visits, business process descriptions, user stories, scenarios, and task and workflow analysis.
3. Evaluate information from multiple sources, reconcile conflicts, segment high-level information into detail, and create abstracts from low-level information to a general understanding.
4. Document business, task, and workflow processes using industry standard methods, including business process descriptions, and using cases, scenarios, diagrams, flow charts, etc., ensuring that these deliverables can be used to design a business solution.
5. Recommend re-engineered business processes to improve efficiency, reduce manual inputs, enhance workflows, systematise data and process validation, and improve business intelligence and reporting.
6. Ensure stakeholders have an understanding of requirements and manage conflicts and issues. Obtain approval for solution requirements.
7. Review technical/functional solution designs when prepared externally from a business point of view and recommend alternatives when appropriate.
8. Serve as a liaison and resource to project managers, developers, and other Information Technology Services (ITS) team members throughout each phase of the process, to help clarify and/or resolve issues related to requirement, design, testing and acceptance specifications.
9. Contribute to application development within the project and ensuring compliance with policies and audit scrutiny, providing a historical record by documenting, flowcharting, and illustrating an up-to-date record of all system design, development and implementation related business requirements for the project
10. Reflect and embed the University's strategic purpose, priorities and goals when exercising the responsibilities of this position. For a more complete understanding and further information please access the Strategic Plan at: <https://federation.edu.au/about-us/our-university/strategic-plan>.
11. Undertake the responsibilities of the position adhering to:
 - The Staff and Child Safe Codes of Conduct and Conflict of Interest Policy and Procedure;
 - Equal Opportunity and anti-discrimination legislation and requirements;
 - the requirements for the inclusion of people with disabilities in work and study;
 - Occupational Health and Safety (OH&S) legislation and requirements; and
 - Public Records Office of Victoria (PROV) legislation.

Level of supervision and responsibility

The Business Analyst works under the broad direction of the Senior Business Analyst Team Leader. The position is required to establish goals, focus on deliverable outcomes, and meet deadlines and objectives, making recommendations on business and operational processes, practicality of technical solutions and the re-engineering of business processes, as well as system strategy.

Training and qualifications

A degree within Information Technology or Computer Science with at least 4 years subsequent relevant experience; or extensive experience and management expertise in technical or administrative fields; or an equivalent combination of relevant experience and/or education/training.

A Current Covid-19 vaccination certificate.

Position and Organisational relationships

The Business Analyst will need to consult widely within the University to ensure that a functional design is developed for the relevant systems that will meet the strategic needs of the University.

Key selection criteria

Applicants must demonstrate they are able to undertake the inherent responsibilities of the position as contained in the position description and are able to meet the following key selection criteria:

1. A degree within Information Technology or Computer Science with at least 4 years subsequent relevant experience; or extensive experience and management expertise in technical or administrative fields; or an equivalent combination of relevant experience and/or education/training.
2. Demonstrated understanding of the business processes and how these relate to the requirements of the University and the online systems being implemented. Experience in the education sector is desirable.
3. Demonstrated project management skills in current methodologies.
4. Demonstrated ability in the areas of business process review, systems analysis and design, and preparing functional specifications and user documentation.
5. Demonstrated ability to provide strategic support and advice.
6. Demonstrated interpersonal and communication skills, including the ability to liaise, negotiate with and influence others, in order to achieve objectives.
7. Demonstrated ability to manage concurrent complex tasks, using analytical and problem solving skills.
8. Demonstrated alignment with the University's commitment to child safety.
9. A Current Covid-19 vaccination certificate.

The University reserves the right to invite applications and to make no appointment.

It is not the intention of the position description to limit the scope or accountabilities of the position but to highlight the most important aspects of the position. The aspects mentioned above may be altered in accordance with the changing requirements of the role.