

Job Description – Business Analyst

Position Details

Position Title:	Business Analyst
Division/ Centre:	Operations
Department:	ITS
Campus Location:	Based at the Saigon South Campus but may be required to work and/or be based at other campuses of RMIT Vietnam.
Job Grade/ Classification:	PSV7
Time Fraction:	1.0

RMIT University

RMIT is a global university of technology, design and enterprise. Our mission is to help shape the world through research, innovation, teaching and engagement, and to create transformative experiences for our students, getting them ready for life and work. One of Australia's original educational institutions founded in 1887, RMIT University now has 82,000 students including 12,000 at postgraduate level.

The University enjoys an international reputation for excellence in professional and practical education, applied and innovative research, and engagement with the needs of industry and the cities in which we are located. With three campuses in Melbourne (Central Business District, Brunswick and Bundoora), two in Vietnam (Hanoi and Ho Chi Minh City) and a centre in Barcelona, Spain, RMIT is a truly global university. RMIT also offers programs through partners in Singapore, Hong Kong, mainland China, Indonesia, Sri Lanka, Belgium, Germany, Austria and The Netherlands, and enjoys research and industry partnerships on every continent.

RMIT prides itself on the strong industry links it has forged over its 129-year history. Collaboration with industry is integral to the University's leadership in applied research and education, and to the development of highly skilled, globally focused graduates. We are a 5-Star university under the QS Stars international evaluation system, and are 21st in the world among universities less than 50 years old (2015 QS Top 50 Under 50 index).

RMIT is ranked among the world's top universities in 23 of 38 assessed subjects (and all five faculty areas) featured in the 2017 QS World University Rankings by Subject. RMIT features among the world's top 100 ranking in the 2017 QS subject rankings in Art and Design; Architecture and the Built Environment; Computer Science, Information Systems, Engineering (Civil and Structural); Engineering (Electrical and Electronic); Communication and Media Studies, Education, Business and Management Studies, and Development Studies. The University's research was rated "well above world standard" in 13 research fields and "above world standard" in a further nine fields in the 2015 Excellence in Research for Australia evaluation. In the 2017 QS Graduate Employability Rankings, RMIT is ranked seventh in Australia and 71-80 in the world on the basis of employer reputation, alumni outcomes, partnerships with employers, employer-student connections and graduate employment rate.

www.rmit.edu.au

RMIT Vietnam

RMIT University Vietnam (RMIT Vietnam) is a campus of RMIT University. RMIT Vietnam is creating an innovative research, teaching and learning culture. We are committed to providing internationally recognised high-quality education and professional training for our students, clients and members of the community.

As an internationally recognised Australian university based in Asia, RMIT Vietnam is assisting in the development of human resources capability in Vietnam and the region.

Degrees are awarded by RMIT University in Australia, allowing Vietnamese students to receive an overseas education without having to leave home. Given its international profile, RMIT Vietnam is also host to students from Australia and many other countries. All degree programs are recognised by the Vietnamese Ministry of Education and Training (MOET) and are subject to regulation by the Australian Tertiary Education Quality and Standards Agency. The academic programs span from vocational English through to undergraduate, post-graduate and Ph.D. programs. All teaching at RMIT Vietnam is in English.

Position Summary

The Business Analyst will work closely with business and technical stakeholders in defining scope and requirements, identifying business processes and designing functional aspects of solutions in alignment with business needs. Taking on a proactive role in helping shape a project from inception through to completion, the Business Analyst will work closely with architects, developers and testers in ensuring that the delivered solution meets business needs.

The Business Analyst will become an expert in the business domain in which he/she operates and will provide consultative advice to stakeholders as required. The Business Analyst will support the Project Manager in the completion of project tasks and deliverables that relate to business analysis, e.g. analysis planning and estimates. The Business Analyst will also be a key contributor to the BA Practice and play an active role in sharing knowledge and skills with other Business Analysts.

Reporting Line

Reports to: Service Delivery Manager

Indirectly reports to: Project Manager

Direct reports: None

Key Accountabilities

- Identify and manage stakeholders, understand stakeholder interests and ensure that impacted stakeholders have a common understanding of new features or changes introduced by the solution.
- Define scope and high-level requirements for input into inception phase activities, e.g. business case development.
- Gather, analyse and document detailed functional and non-functional requirements, ensuring that these are well understood by all impacted stakeholders and project team members.
- Gather, analyse and document functional specifications, comprising of use cases, user interface designs and data attributes, where required.
- Gather, analyse and document features, epics and user stories, within an Agile delivery environment.
- Define, analyse and document current and future state business processes using standards such as BPMN, identifying opportunities for process efficiency/improvements and incorporating these into the functional design of the solution to help achieve business goals.
- Perform requirements traceability of business analysis artefacts, ensuring that this is maintained throughout the project lifecycle.
- Facilitate workshops with business and technical stakeholders and perform walkthroughs with project team members.
- Support architecture, development and testing teams in requirements clarification throughout the project lifecycle and the Project Manager in project tasks and deliverables that relate to business analysis, e.g. analysis estimates, release planning or iteration planning.
- Keep up to date with BA developments and industry trends and actively shares knowledge with other BAs.

Key Selection Criteria

1. Demonstrated experience in stakeholder management, requirements gathering and analysis, business process development and use case development
2. Strong knowledge of the SDLC and involvement across the entire project lifecycle
3. Consultative and open minded, with highly effective communication, interpersonal skills and attention to detail
4. Excellent analytical, problem solving and critical thinking skills
5. Excellent workshop facilitation skills
6. Experience in both waterfall and agile methodologies, and able to bring 'fresh' ideas to the project team and

BA Practice

- 7. Demonstrated ability to take on accountability for complex pieces of work and work autonomously
- 8. Flexible, able to adapt to change quickly and work with some ambiguity, yet still delivering quality outcomes
- 9. Ability to display appropriate behaviours in line with the position, as per the RMIT Behavioural Capability Framework (Connectedness, Commitment to Excellence – Improve and Simplify; Imagination and Innovation; Impact; Inclusion; Agility).

English Proficiency

English is the language of teaching and communication at RMIT Vietnam. For this role, the minimum requirement is IELTS with a score of at least 6.5 or BULATS 75 (or equivalent, as outlined in the Recruitment, Selection and Onboarding Guidelines).

For any role, English Language Proficiency may also be proven by showing successful completion of secondary education to a level qualifying to enter university study while being instructed through the medium of English, as per the RMIT University recognised qualification list.

Organisational Accountabilities

RMIT Vietnam is committed to the health, safety and wellbeing of its staff members. RMIT Vietnam and its staff members must comply with a range of Vietnamese legal and regulatory requirements, including foreign investment & business, import & export, contracts & commerce, banking, finance & foreign exchange, labour, taxation, land & premises, environment, and immigration. RMIT Vietnam expects all staff members to comply with its Code of Conduct, policies and procedures, which relate to legal and regulatory requirements and our ways of working.

Work Permit

All foreign employees must adhere to the requirements for obtaining a valid visa and work permit in Vietnam. These requirements are mandated by the Government and may be over and above the mandatory requirements and key selection criteria. Work permit requirements are subject to change. RMIT Vietnam accepts zero tolerance to non-adherence of the immigration laws of Vietnam.

Endorsed:	Signature: Name: Title: Date:	Approved:	Signature: Name: Title: Date:
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