SENIOR BUSINESS ANALYST

DEPARTMENT/UNIT: Education and Student Administration

FACULTY/DIVISION: eSolutions

CLASSIFICATION: HEW Level 8

WORK LOCATION: Blackburn Road, Clayton

ORGANISATIONAL CONTEXT

There’s a certain feeling you get from working at Monash University. It’s the feeling that you’re a part of something special. Something significant. So if you’re looking for the next chapter in your career, it’s here. You’ll be given the opportunity to challenge yourself, build on your skills, and make a significant contribution to a workplace that’s filled with energetic and inspiring people. Talent thrives here - and so do truly satisfying careers. Discover more at www.monash.edu.

eSolutions leads and directs the provision of IT solutions to the University. eSolutions is currently leading substantial technological, service and organisational reform towards creating a single IT function for the University that operates according to the following vision: We partner with our customers to provide complete solutions enabling the Monash academic mission and delivery of the strategic agenda.

We aim to be a customer focused organisation delivering flexible, responsive, coherent ICT services. For more information on the work that we do, please visit our website.

POSITION PURPOSE

The Senior Business Analyst is responsible for the delivery of business strategy and business analysis solutions, providing high-level understanding of the organisation and intended direction to support the University’s strategic objectives. This includes identifying business improvement needs, assessing the impact of changes, undertaking process modelling, capturing/documenting requirements and ensuring that requirements are delivered whilst supporting the business through the implementation and change process. The Senior Business Analyst partners with senior stakeholders and other analysts to provide expert advice and guidance on the adoption of best practices to maximise the value gained from a project/initiative.

The Senior Business Analyst also contributes to strengthening the business analysis capability, embedding best practice within the CIO Portfolio by influencing optimum approaches, work practices and encouraging adoption of recommended, models, methods and tools.

Reporting Line: The position reports to Capability Lead under broad direction

Supervisory Responsibilities: Not applicable
Financial Delegation: Not applicable
Budget Responsibilities: Not applicable

KEY RESPONSIBILITIES

1. Contribute to strategic planning and implementation of analysis activities for programs supporting the achievement of business unit goals and university goals
2. Manage and coordinate a range of business analysis services including: selection and use of business analysis methods, tools, techniques; identifying the contribution that technology can make to business objectives; defining targets/KPIs/metrics; validating business needs, preparing business cases, and developing and implementing solutions
3. Plan and drive scoping, requirements definition and prioritisation activities for large/complex initiatives: selecting and adapting requirements definition and management methods, tools and techniques; manage requirements by obtaining input/priorities from diverse stakeholders and developing requirements specifications; ensuring requirement changes are investigated and managed
4. Provide a range of business analysis/consulting services including: investigating client needs/requirements, facilitating stakeholder groups, collecting data, delivering analysis and problem resolution; identifying, evaluating and recommending options along with implementing (if required)
5. Coordinate and oversee organisational business process improvement (aligned with business needs) by: setting the direction; introducing appropriate techniques/methodologies; analysing business processes to identify/recommend optimum solutions
6. Plan and execute user engagement to find opportunities for innovation and technology enhancement; facilitating input from users/stakeholders; contributing to identify appropriate user research methods/standards; collecting and analysing data related to behaviours/needs to inform decision-making and drive actions
7. Conduct advanced modelling activities to support large/complex change programs; contributing to selection of optimum modelling techniques/approaches, planning own modelling activities and communicating modelling results to appropriate stakeholder groups
8. Provide expert, specialist advice and guidance on the importance of adopting relevant practices, policies and standards, including acceptance of change brought about through process and organisational reform
9. Develop and maintain strong partnerships and networks within the team, with senior leaders and decision makers to communicate the overall vision, facilitate change and enhance business policies and processes

KEY SELECTION CRITERIA

Education/Qualifications
1. The appointee will have:
   - postgraduate qualifications or progress towards postgraduate qualifications in a computing or business discipline and extensive, relevant experience; and
   - certification in agile methods or extensive agile project management experience; or
   - an equivalent combination of relevant experience and/or education/training

Knowledge and Skills
2. Substantial experience in business analysis and its application to the IT infrastructure and resources required to plan for, develop, deliver and support IT services and products to meet business needs
3. Highly-developed planning and organisational skills, with experience establishing priorities, allocating resources and meeting deadlines
4. Experience in motivating and developing staff in an agile environment and ability to coach and support staff through process change

5. Excellent relationship management and consulting skills including the ability to engage with, influence and negotiate with a variety of stakeholders

6. Highly-developed analytical and conceptual skills including demonstrated ability to conceptualise, develop and translate complex business issues into innovative, workable solutions

7. Excellent interpersonal and communication skills with the ability to provide authoritative advice and effectively translate and present complex concepts and information

8. Demonstrated ability to prepare and deliver engaging and informative presentations to a variety of audiences

OTHER JOB RELATED INFORMATION

- Travel to other campuses of the University may be required
- There may be a requirement to work additional hours from time to time
- There may be peak periods of work during which taking of leave may be restricted

GOVERNANCE

Monash University expects staff to appropriately balance risk and reward in a manner that is sustainable to its long-term future, contribute to a culture of honesty and integrity, and provide an environment that is safe, secure and inclusive. Ensure you are aware of and adhere to University policies relevant to the duties undertaken and the values of the University. This is a standard which the University sees as the benchmark for all of its activities in Australia and internationally.