

Position Description

Senior Functional Analyst – Enterprise Systems

Position No:	New
Business Unit:	Chief Operating Officer (COO)
Division:	Information Services (IS)
Department:	Enterprise Systems
Classification Level:	HEO8
Employment Type:	Full-Time, Continuing
Campus Location:	Melbourne (Bundoora)
Other Benefits:	http://www.latrobe.edu.au/jobs/working/benefits

Further information about:

La Trobe University - <http://www.latrobe.edu.au/about>

Position Context/Purpose

The Senior Functional Analyst - Enterprise Systems is a key role within La Trobe University's Information Services, reporting to the Manager, ServiceNow and SAP. This position is responsible for providing functional analysis and support for the university's SAP ERP and ServiceNow platforms. The role involves working closely with stakeholders to gather requirements, design solutions, and ensure that the platforms meet the strategic and operational needs of the university.

Duties at this level will include:

- Conduct detailed functional analysis to understand and document business requirements.
- Design, configure, and test solutions in SAP ERP and ServiceNow to meet business needs.
- Provide ongoing functional support, troubleshooting issues, and implementing enhancements.
- Collaborate with stakeholders to gather and document requirements, ensuring solutions align with business objectives.
- Communicate effectively with technical and non-technical stakeholders, providing clear and concise documentation and training materials.
- Act as a liaison between business users and technical teams to ensure successful implementation of solutions.
- Identify opportunities for process improvement and automation within the SAP ERP and ServiceNow platforms.
- Develop and implement innovative solutions to enhance system functionality and user experience.
- Stay updated with industry trends and best practices, applying this knowledge to improve the university's enterprise systems.
- Develop and execute test plans to ensure the quality and functionality of system changes and enhancements.
- Coordinate user acceptance testing (UAT) and gather feedback to ensure solutions meet user requirements.
- Maintain documentation of test results, issues, and resolutions to support continuous improvement.

Essential Criteria

Skills and knowledge required for the position

- Extensive experience with SAP ERP and ServiceNow platforms.
- Strong functional analysis skills, with the ability to gather and document business requirements.
- Proficiency in system configuration, testing, and troubleshooting.
- Excellent communication and stakeholder engagement skills.
- Strong analytical and problem-solving abilities.
- Knowledge of process improvement and automation techniques.
- A degree with substantial extension of the theories and principles, learned through experience; or a range of management experience; or postgraduate qualifications, or progress towards postgraduate qualifications with extensive relevant experience; or an equivalent alternate combination of relevant knowledge, training and/or experience.

Capabilities required to be successful in the position

- Ability to conduct detailed functional analysis and provide effective solutions.
- Strong stakeholder engagement and communication skills.
- Proficiency in process improvement and innovation within enterprise systems.
- Excellent testing and quality assurance capabilities.

- Commitment to continuous improvement and high-quality service delivery.

Essential Compliance Requirements

To hold this La Trobe University, position the occupant must:

- hold, or be willing to undertake and pass, a Victorian Working With Children Check; AND
- take personal accountability to comply with all University policies, procedures and legislative or regulatory obligations; including but not limited to TEQSA and the Higher Education Threshold Standards.

Other Information

The position description is indicative of the initial expectation of the role and subject to changes to University goals and priorities, activities or focus of the job.

Position Flexibility

We offer flexible work arrangements that can assist you in balancing your work and other responsibilities.

Why La Trobe:

- Develop your career at an innovative, global university where you'll collaborate with community and industry to create impact.
- Enjoy working on our inspiring and stunning campuses – the perfect hub for industry, students and academics
- Help transform the lives of students, partners and communities now and in the future

This is more than just a job. Working at La Trobe offers opportunities to demonstrate excellence and transform lives.

Here, you'll join exceptional people, partners and communities, who power our operations with ambition and purpose.

Our success can be attributed to its strong sense of community. We have a long-standing commitment to diversity, inclusion and social justice; we are committed to providing a workplace where all staff feel valued, respected and supported to achieve their full potential. We strive to build a workplace where all employees of diverse backgrounds, abilities, experiences, sexuality, gender, religion and age are welcome, valued, respected and one that is representative of our community. We demonstrate our cultural qualities by holding ourselves accountable and creating a culture of trust and innovation while genuinely caring for one another.

La Trobe's Cultural Qualities:

WE ARE CONNECTED



We are **connected** to each other and the communities around us. We engage with those communities to learn from our past, inform our present and impact our future.

WE ARE INNOVATIVE



We are **innovative** in tackling the most important issues of our time. We are inquisitive and seek to develop new ideas that positively impact the way we work and the world around us.

WE ARE ACCOUNTABLE



We are **accountable** for what we do and share a commitment to excellence. We are courageous and respectful in the way we hold ourselves and each other to account.

WE CARE



We **care** about what we do and value the power of education and research. We care about each other and strive to create a safe and inclusive community.

For Human Resource Use Only

Initials:

Date:

