POSITION DESCRIPTION

Position Title: eAssessment Business Analyst
Organisation Unit: Institute for Teaching and Learning Innovation
Position Number: NEW
Type of Employment: Fixed Term, full-time (6 months)
Classification: HEW Level 9

THE UNIVERSITY OF QUEENSLAND

The University of Queensland (UQ) contributes positively to society by engaging in the creation, preservation, transfer and application of knowledge. UQ helps shape the future by bringing together and developing leaders in their fields to inspire the next generation and to advance ideas that benefit the world. UQ strives for the personal and professional success of its students, staff and alumni. For more than a century, we have educated and worked with outstanding people to deliver knowledge leadership for a better world.

UQ ranks in the world's top universities, as measured by several key independent ranking, including the Performance Ranking of Scientific Papers for World Universities (45), the US News Best Global Universities Rankings (52), QS World University Rankings (51), Academic Ranking of World Universities (55), and the Times Higher Education World University Rankings (60). UQ again topped the nation in the prestigious Nature Index; and secured a greater share of Australian Research Council grants in 2016 ($24.5 million) than any other university nationally.

UQ has an outstanding reputation for the quality of its teachers, its educational programs and employment outcomes for its students. Our students remain at the heart of what we do. The UQ experience –the UQ Advantage – is distinguished by a research enriched curriculum, international collaborations, industry engagement and opportunities that nurture and develop future leaders. UQ has a strong focus on teaching excellence, winning more national teaching excellence awards than any other in the country and attracting the majority of Queensland's highest academic achievers, as well as top interstate and overseas students.

UQ is one of Australia's Group of Eight, a charter member of edX and a founding member of Universitas 21, an international consortium of leading research-intensive universities.

Our 50,000-plus strong student community includes more than 13,000 postgraduate scholars and more than 12,000 international students from 144 countries, adding to its proud 230,000-plus alumni. The University has about 7,000 academic and professional staff and a $1.7 billion annual operating budget. Its major campuses are at St Lucia, Gatton and Herston, in addition to teaching and research sites around Queensland and Brisbane city. The University has six Faculties and four University-level Institutes. The Institutes, funded by government and industry grants, philanthropy and commercialisation activities, have built scale and focus in research areas in neuroscience, biomolecular and biomedical sciences, sustainable minerals, bioengineering and nanotechnology, as well as social science research.
UQ has an outstanding track-record in commercialisation of our innovation with major technologies employed across the globe and integral to gross product sales of $11billion+ (see http://uniquest.com.au/our-track-record).

UQ has a rapidly growing record of attracting philanthropic support for its activities and will have further success in this area as an important strategic aim going forward.

**Organisational Environment**

The Institute for Teaching and Learning Innovation (ITaLI) is taking a leading role in teaching and learning, professional education and innovation. ITaLI is an integrated teaching, research and service delivery centre for teaching and learning practices at UQ. ITaLI seeks to establish and maintain a flexible operating structure to drive and support innovation and excellence for these activities.

Directed by the Pro-Vice-Chancellor (Teaching and Learning), ITaLI provides leadership, engagement and advocacy in educational innovation, teaching excellence and learning analytics, and aims to transform teaching and learning across the University through the delivery of faculty and executive prioritised, teaching and learning projects and services, including support to deliver UQ’s Student Strategy. ITaLI addresses critical areas of unmet need in teaching and learning by bridging the gap between the exponentially-expanding discipline of higher education teaching and the increasing complexity of teaching to assist University teaching staff and improve the learning experience of students.

Information about ITaLI may be accessed on the Institute’s web site at www.itali.uq.edu.au.

**Information for Prospective Staff**

Information about life at UQ including staff benefits, relocation and UQ campuses is available at - http://www.uq.edu.au/current-staff/working-at-uq

**DUTY STATEMENT**

**Primary Purpose of Position**

The eAssessment Business Analyst will undertake business analysis activities to identify define and convert specific business activities into a complete set of functional requirements which will be used to inform selection of appropriate eAssessment technology platform/s for broad use across The University of Queensland. The position will work closely with University stakeholders, including teaching and technical staff, from faculty, ITS, Library and ITaLI to ensure the effective collection and presentation of all relevant requirements.

**Duties**

Duties and responsibilities include, but are not limited to:

- In collaboration with key stakeholders, undertake analysis of end-to-end business and academic processes which support existing assessment; identifying functional and non-functional requirements required to replicate that activity using technology.
- Document through process mapping the “as-is” processes and identify any potential process realignment required to support the implementation of an enterprise solution.
- In conjunction with UQ staff, identify any specific technical opportunities and/or requirements to assist in identifying a user friendly, efficient, secure platform with high information assurance and relevant reporting functionality.
• Identify stakeholders where not already identified, and manage the stakeholder engagement processes, including facilitation of project reference groups, to maximize buy-in and ensure on-going support for the project and project outcomes.
• Liaise with UQ staff to ensure the technical requirements identified are appropriate within the context of the broader UQ enterprise application architecture and operational support frameworks.
• Organise appropriate resources and skills to ensure identification of requirements, negotiating with internal organisations to facilitate fulfilment.
• Identify and document real or perceived gaps in the suite of tools available to staff and students at UQ regarding online assessment delivery and submission.
• Work with the UQ project team to develop the required procurement documentation to support the software selection process.
• Develop and provide complete documentation and analysis of the process and the outcome of the stakeholder engagement activities.
• An employee may be required to carry out other duties within scope of the classification and within the limits of their skill, competence and training.

Other
Ensure you are aware of and comply with legislation and University policy relevant to the duties undertaken, including:
• the University’s Code of Conduct
• requirements of the Queensland occupational health and safety (OH&S) legislation and related OH&S responsibilities and procedures developed by the University or Institute/School
• the adoption sustainable practices in all work activities and compliance with associated legislation and related University sustainability responsibilities and procedures
• requirements of the Education Services for Overseas Students Act 2000, the National Code 2007 and associated legislation, and related responsibilities and procedures developed by the University

Organisational Relationships
The position reports to the Deputy Director (Strategy and Operations), and may be required to direct other professional or technical staff on work relating to specific tasks or projects.
SELECTION CRITERIA

Essential

- Qualifications and training equivalent to a postgraduate degree in IT, business or related field, or significant progress towards such qualifications, and extensive relevant experience; or an equivalent combination of relevant experience and/or education/training.
- Extensive experience in business analysis and requirements gathering within large organisations, to gather requirements, and conduct analysis for the purpose of identifying off-the-shelf solutions to business areas.
- Demonstrated experience in facilitating productive stakeholder workshops or user interviews in order to rapidly and accurately elicit requirements or solution design.
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- Exceptional analytical and problem solving skills including the ability to identify immediate solutions to a range of existing process challenges using available resources and tools.
- Demonstrated ability to design IT solutions and to develop use-cases, process mapping (as-is & to-be), data and systems documentation in accordance with industry standards.
- Excellent written communication skills, including the demonstrated ability to write clear and precise user and technical specifications.
- Strong interpersonal skills, including the demonstrated ability to work cooperatively within project teams and communicate and negotiate effectively with a diverse range of stakeholders to achieve outcomes within defined timeframes.
- Demonstrated proficiency with key process mapping tools (such as Visio or Confluence) and with the full Microsoft Office suite of programs.
- Ability to prioritise own workload, work independently and meet deadlines.

Desirable

- Business Analysis certification, training or education.
- Previous project experience within the Higher Education environment.

The University of Queensland values diversity and inclusion and actively encourages applications from those who bring diversity to the University. Please refer to the University’s Diversity and Inclusion webpage (http://www.uq.edu.au/equity) for further information and points of contact if you require additional support.

This role is a full-time position; however flexible working arrangements may be negotiated.

Accessibility requirements and/or adjustments can be directed to the contact person listed in the job advertisement.