**POSITION DESCRIPTION**

**Position Title:** eAssessment Business Analyst  
**Organisation Unit:** Institute for Teaching and Learning Innovation  
**Position Number:** 3040579  
**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://uniqest.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 business requirements into recommendations and system designs for the proposed eAssessment solution at The University of Queensland, giving consideration to ensuring wide applicability across the University. It works closely with University stakeholders, the various architects within ITS and ITaLI to ensure effective delivery and support of an eAssessment solution.

Duties

Duties and responsibilities include, but are not limited to:

- In collaboration with key stakeholders, undertake analysis of business processes, investigating operational requirements, problems and opportunities, and identifying alternate solutions through improvements in automated and non-automated components of new or changed processes.
- Assess feasibility and recommend new approaches to meet customer requirements, translating business requirements into system specifications in accordance with agreed standards.
- Serves as a translator between technical teams and the client’s business community to collect, clarify, analyse and translate business requirements into documentation and conceptual design from which applications and solutions are developed.
- Involved in planning of system and development deployment as well as responsible for meeting software compliance standards.
- Evaluates interface between hardware and software, operational requirements, and characteristics of overall system.
- Documents testing and maintenance of system corrections.
- Own and maintain design documentation through the project life-cycle.
- Undertake project management of significant information technology projects, including negotiation and liaison with stakeholders at senior levels to ensure that organisational policy and strategies are adhered to and that appropriate change management processes are undertaken.
- Ensure the timely resolution of customer issues.
- Undertake continuous improvement activities within the team to ensure services are delivered more efficiently and provide support to stakeholders through appropriate change management activities.
- An employee may be required to carry out other duties within the scope of the classification and within the limits of their skill, competence and training.
- This position is within the context of an Agile team employing Scrum development framework. The Business Analyst defines detailed stories and epics, with applicable acceptance criteria in collaboration with product owners and the development team, and facilitates meetings with client and internal technical and operational teams.
- Assist solution team to design new IT solutions, modify, enhance or adapt existing systems and integrate new features or improvements, all with the aim of improving business efficiency and productivity
- Assist in the preparation and presentation of solution concepts and description
- Work collaboratively with the Solution Architects, Business Stakeholders and Project Managers to ensure successful and timely delivery

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, with the demonstrated ability to collaborate with stakeholders and peers to gather requirements, conduct analysis, produce solution designs and prioritise delivery.
- Demonstrated experience in facilitating productive stakeholder workshops or user interviews in order to rapidly and accurately elicit requirements or solution design.
- Exceptional analytical and problem solving skills including the ability to conceptualise, establish and implement new initiatives and innovative solutions within a specified framework.
- Demonstrated ability to design IT solutions and to develop 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 manage and motivate project teams and communicate and negotiate effectively with a diverse range of stakeholders to achieve outcomes within defined timeframes.
- Experience writing detailed stories and epics, with applicable acceptance criteria in collaboration with product owners and the software development team.
- Experience in working in an agile, scrum environment.
- 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

- Project management certification such as PMBOK/Prince 2/AgilePM.
- Experience as scrum master, delivery lead or project management.
- Experience working with systems in the higher education sector.

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.