POSITION DESCRIPTION

Position Title: Business Analyst
Organisation Unit: Information Systems and Resources Services (UQ Library)
Position Number: 3028669
Type of Employment: Continuing / Full time
Classification: Hew Level 6

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 (43), the US News Best Global Universities Rankings (52), QS World University Rankings (47), Academic Ranking of World Universities (55), and the Times Higher Education World University Rankings (65). UQ again topped the nation in the prestigious Nature Index and our Life Sciences subject field ranking in the Academic Ranking of World Universities was the highest in Australia at 20.

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 240,000-plus alumni. The University has about 7,000 academic and professional staff and a $1.8 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 this will be a strategic focus going forward.

Organisational Environment

The Library is integral to learning, discovery and engagement at The University of Queensland. We provide access to quality scholarly information resources and quality client focused services and spaces to support teaching and research at The University of Queensland. We partner with the UQ and wider community to provide pathways to enrich learning and research. The Library’s collection is one of the largest academic collections in Australia and by far the largest in Queensland. Annual expenditure on Library materials is approximately $19 million. The collection encompasses more than 2.5 million volumes, a burgeoning online collection of approximately 75,000 distinct journal titles in electronic and/or print format, over 1 million electronic books and over 1,000 networked databases, as well as manuscripts, microform and pictorial collections.

Information about the University of Queensland Library including its Profile and Strategic Plan is available at www.library.uq.edu.au

The Business and User Experience Analysis team plays an important part in advancing and strengthening the Library’s services. The unit is responsible for conducting research to analyse and understand the user experience in order to develop better services. It assists the Library to identify business requirements and evaluate options that improve services and processes. It coordinates online content to provide an engaging presence that meets the needs of Library clients, and creates and maintains core Library web content.

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

Assist business units in the Library to analyse their business requirements and processes, and support the planning and implementation of new systems, services and business process.

Duties

Duties and responsibilities include, but are not limited to:

Finance

- Assist business units to identify and prioritise business requirements, and evaluate options in projects and systems
- Undertake environmental scans of systems, services and business processes to support business planning and decision making
- Analyse business processes to identify and support opportunities for improvement
• Analyse business data to identify and understand patterns, trends and usage in services to clients and internal operations

• Contribute to planning and delivering projects relating to Library systems, services and processes

• Organise and/or conduct workshops, meetings, and other activities in support of the above

• Coordinate and participate in library-wide projects and activities as required.

**Other**

Ensure you are aware of and comply with legislation and University policy relevant to the duties undertaken, including but not exclusive to:

• 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 of 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

• Other duties as required.

**Organisational Relationships**

The position reports to the Manager, Business and User Experience Analysis.
SELECTION CRITERIA

**Essential**

- Qualifications and training equivalent to an undergraduate degree in business administration, accounting or related field; or an equivalent combination of relevant experience and/or education/training.
- Demonstrated experience providing business analyst services within an organisation, including identifying and prioritising business requirements, describing business processes, and evaluating options
- Excellent knowledge of business analysis techniques and tools
- Strong organisational, communication and interpersonal skills
- Experience in undertaking environmental scans relating to systems, services and processes
- Proven ability in consulting, negotiating and influencing stakeholders
- Demonstrated experience in contributing to projects, including project planning, completing projects to deadlines, and successful handover of deliverables to business owners
- Demonstrated ability to work with a range of colleagues and stakeholders with diverse needs and priorities including technical staff, customer service staff, managers and clients
- Proven ability to contribute to business changes which improve internal operations and/or user experience
- Ability to work collaboratively and as part of a team
- Demonstrated ability to achieve objectives under general direction, and respond flexibly to the demands of an ever-changing environment.

Please note: The University of Queensland Library reserves the right to transfer staff to any of its services.

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.

Accessibility requirements and/or adjustments can be directed to Elle Guerrero by email central-hr-advisory@uq.edu.au or phone 07 3443 1369.