POSITION DESCRIPTION

Position Title: Business Analyst
Organisation Unit: Information Technology Services
Position Number:
Type of Employment: Fixed-term, full-time
Classification: HEW Level 8

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 Division of Information Technology Services (ITS) at The University of Queensland provides an information environment that supports the teaching, learning, research and engagement objectives of the University and contributes positively to the student experience and the University’s reputation, in line with our values of Service, Team, Accountability and Results. It delivers network, systems and IT infrastructure support to the University, and application development. Also located within ITS is the internationally recognised network security group, AusCERT, which provides Internet security services throughout Australia and New Zealand. ITS manages core networks not only for the whole of The University of Queensland but also works with other Queensland universities to manage access to the national university network (AARNet). ITS also operates research computing infrastructure and hosts many of the University’s largest servers.

For further information visit our website www.its.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 Business Analyst will undertake activities to identify, define and convert business requirements into recommendations and system designs for the proposed business solutions (both professional and student administration) 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, the applicable project managers and the Infrastructure, Integration and Identity teams to ensure effective delivery and support of applications.

This position is within the context of an Agile team employing a Scrum development framework. This position documents business processes and 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.

Duties

Duties and responsibilities include, but are not limited to:

- In collaboration with key stakeholders, undertaking analysis of business processes, operational requirements, problems and opportunities, and identifying alternate
solutions through improvements in automated and non-automated components of new or changed processes.

- Assessing feasibility and recommending new approaches to meet customer requirements
- Translating business requirements into system specifications in accordance with agreed standards that could include, but are not limited to, process flows, user stories, wireframes, and concept diagrams. Owning and maintaining this design documentation throughout the project life-cycle.
- Serving 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.
- Evaluating interface between hardware and software, operational requirements, and characteristics of overall system.
- Documenting, testing and maintenance of system corrections.
- Creating and performing system tests to ensure quality of agreed development.
- Ensuring timely resolution of customer issues.
- Undertaking continuous improvement activities within the team to ensure services are delivered more efficiently and providing support to stakeholders through appropriate change management activities.
- Assisting 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.
- Assisting with 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.
- 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.

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

Some positions may require the incumbents to work rotating shifts with appropriate allowances, or on a rotating roster not involving shift work as such. Some positions may require the incumbent to be available on-call outside of working hours, subject to payment of the prescribed allowance and overtime penalties if necessary. While staff will have a
campus nominated as their principal campus, they may be required to work at any University Campus subject to the Travel and Transfer Policy (http://ppl.app.uq.edu.au/content/5.43.09-transfer-and-travel-between-university-locations).

Organisational Relationships

The position reports to the Manager Application Development and Support, and will 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 or related field, or significant progress towards such qualifications, and extensive relevant experience; or an equivalent combination of relevant experience and/or education/training.

- Significant 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 in designing IT solutions, documenting requirements and process mapping (as-is and to-be) and developing solution descriptions, in accordance with industry standards (including techniques such as Wireframes, BPMN, Use Cases and User Stories etc).

- Demonstrated ability to evaluate and provide recommendations on relevant emerging technologies, research, methodologies and best practices, and develop and deliver services that utilise best practice and appropriate technology to meet the University’s business requirements.

- 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 communicate and negotiate effectively with a diverse range of stakeholders to achieve outcomes.

- Experience in working in an Agile, Scrum environment.

- Self-motivated and able to work autonomously in a development environment with a good level of initiative.

**Desirable**

- Experience using workflow automation/business process digitisation platforms, e.g. Bonitasoft, ServiceNow, Appian etc.

- Experience using the Atlassian products Confluence and JIRA
The University of Queensland values diversity and social inclusion.

Employment opportunities are not limited by race, ethnicity, religion, disability, age, sexuality, gender or other protected attributes. Applications are encouraged from Aboriginal and Torres Strait Islander peoples. For further information please contact our Indigenous Employment Coordinator at: atsi_recruitment@uq.edu.au