POSITION DESCRIPTION

Position Title: Senior Business System Analyst
Organisation Unit: Information Technology Services
Position Number: 
Type of Employment: 12 months 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 Senior Business System Analyst undertakes business analysis activities to identify, define and convert business requirements into strategic system designs for projects within the Customer Experience (CX) Program at the University of Queensland, giving consideration to ensuring wide applicability across the University. The role works closely with University stakeholders and the CX Program team to ensure effective delivery and support of services.

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.
- Prepare business cases which define potential benefits, options for achieving these benefits through development of new or changed processes, and associated business risks. Provide input to business cases developed by more junior staff or by
organisational units and to project documentation, including, but not limited to, Invitations to Offer and other procurement documentation.

- Prepare high level design documentation, liaising with other technical specialists across Enterprise Application Support to produce comprehensive applications/data designs across platforms.
- 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 in accordance with agreed service delivery expectations.
- Undertake continuous improvement activities within the team to ensure services are delivered more efficiently and provide support to stakeholders through appropriate Change Management activities
- Provide senior technical advice, support and mentoring to other team members, acting as an escalation point for complex issues and facilitating the resolution in line with service delivery expectations. Maintain an in-depth knowledge of business processes and systems sufficient to provide expert advice on their application.
- Provide support for the execution of testing activities in accordance with the agreed Test Strategy, and for training and change management activities to assist with adoption of system changes and/or business process changes.
- 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, CRM and Records Management 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.
- Significant experience in business analysis and requirements gathering across enterprise-wide digital platforms including CRM, Marketing or Event Management, with the demonstrated ability to collaborate with stakeholders and peers to gather requirements, conduct analysis, produce solution designs and prioritise delivery, in accordance with agreed service delivery expectations.
- 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, undertaking business process modelling, and data and systems documentation in accordance with industry standards.
- Experience working within an agile development environment, and with software development lifecycle methodologies.
- 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 effectively mentor and provide technical leadership to other team members and to communicate and negotiate effectively with a diverse range of stakeholders to achieve outcomes.
- 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.
- Ability to prioritise own workload, work independently and meet deadlines.

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