POSITION DESCRIPTION

Position Title: Business Analyst – Curriculum End to End Project
Organisation Unit: Information Technology Services
Position Number: NEW
Type of Employment: Full Time Fixed Term for 12 months
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 CWTS Leiden Ranking (32), the Performance Ranking of Scientific Papers for World Universities (43), the US News Best Global Universities Rankings (42), QS World University Rankings (55), and the Times Higher Education World University Rankings (69). Excluding the award component, UQ is now ranked 45th in the world in the ARWU, and is one of the only two Australian universities to be included in the global top 50.

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 52,000-plus strong student community includes more than 16,400 postgraduate scholars and more than 15,400 international students from 135 countries, adding to its proud 250,000-plus alumni. The University has more than 6,600 academic and professional staff (full-time equivalent) and a $1.75
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 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](http://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](http://www.uq.edu.au/current-staff/working-at-uq)

**DUTY STATEMENT**

**Primary Purpose of Position**

The Curriculum End to End project (CEEP) is aiming to deliver a complete curriculum solution that provides end to end management of programs, majors, courses and classes across their lifecycles. The work will include ‘one-for-one replacement’ of critical systems, whilst offering solutions where there are gaps in technological support for curriculum capabilities.

The Business Analyst will be responsible for a full range of business analysis activities, including business process modelling, business case development, business requirements elicitation, analyzing, developing and documenting
effective business requirements and system specifications to support the development and improvement of the University’s curriculum systems.

**Duties**
Duties and responsibilities include, but are not limited to:

- Lead investigative work to determine business requirements and specify effective business processes. Document these requirements using appropriate business analysis methods, tools and techniques.
- Providing analysis advice to stakeholders and project steering committees and key end users, and obtaining formal agreement from a large and diverse range of stakeholders to the scope and requirements for the project.
- Effectively utilising established modelling analysis tools and methods, resulting in complete and correct functional, non-functional and service related requirements documentation.
- Developing or contributing to the development of business cases which clearly define business objectives, potential benefits, articulating options for achieving the benefits through the development of new processes and systems, and providing financial information to support investment decisions.
- During project development, taking responsibility for requirements management and communication, including managing conflicts, issues and changes and ensuring that stakeholders and the project team remain in agreement on the solution scope.
- Contributing to regular project quality reviews and risk management assessments.
- Undertaking a wide range of service transition activities including transition planning and support, change management, asset and configuration management, release and deployment management, quality assurance and testing, user training and support, evaluation and knowledge management
- Any other responsibilities in line with the level of the role as directed by the Project Manager - CEEP
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

Organisational Relationships

The position reports to the Project Manager - CEEP, and will be responsible for working with all project team members.
SELECTION CRITERIA

**Essential**

- Postgraduate qualifications or extensive experience as a business analyst with a focus on business process or system improvement; or equivalent combination of relevant experience and education
- A comprehensive understanding and substantial experience in the application of a wide range of business analysis methods, techniques, frameworks (such as BABOK) and tools, and a strong appreciation of project management methodologies and concepts.
- Exceptional analytical, conceptual and critical thinking skills.
- A proven ability to elicit and write clear, concise and accurate business requirements, technical, systems and user documentation.
- A proactive approach to identifying opportunities for improvement to exploit emerging technologies to meet the demand for innovative IT solutions supporting curriculum engagement
- Experience in using and understanding complex structures (systems, processes and organizational structures), preferably in a large complex environment;
- Demonstrated ability to contribute strongly in project teams to deliver projects successfully, including strong interpersonal and relationship management skills
- Experience in contributing to the development of business cases, cost benefit analyses and budgets for large and/or highly complex IT projects.
- Experience in evaluating third party solutions against requirements
- Strong interpersonal influencing and communication ability with a range of stakeholders across a diverse organisation
- Demonstrated experience in quality assurance

**Desirable**

- Experience working within a higher education context

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 HR contact: Lauren Bourke lauren.bourke@uq.edu.au