POSITION DESCRIPTION

Position Title:	Technical Business Analyst
Organisation Unit:	Student Employability
Position Number:	NEW
Type of Employment:	Full Time, Fixed Term
Classification:	HEW 7

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 (40), the US News Best Global Universities Rankings (42), QS World University Rankings (47), Academic Ranking of World Universities (54), and the Times Higher Education World University Rankings (66). 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 53,000-plus strong student community includes more than 16,400 postgraduate scholars and more than 17,000 international students from 135 countries, adding to its proud 260,000-plus alumni. The University has more than 6,600 academic and professional staff (full-time equivalent) and a $2.15 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+.

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 Deputy Vice-Chancellor (Academic) (DVCA) is a member of The University's senior executive and is responsible for the University's commitment to providing high-quality teaching and learning, and enhancing the UQ student experience.

The Student Affairs Division falls within the DVCA portfolio, which brings together central units that provide operational, corporate, and pastoral support for all aspects of the student lifecycle.

The Division is a key driver in enhancing the UQ student experience, and retention, success, and employability. It has two operational arms: the [Student Services](#) Directorate, and the [Student Employability Centre](#). The Division also manages the University's day-to-day relationship with [UQU](#), and student accommodation providers, and works with [UQ Health Care](#) to ensure medical service provision for students.

The Student Employability Centre is custodian of the Employability Award and coordinates and promotes a wide range of activities across UQ that empower students to enhance their employability including: global mobility; entrepreneurship and innovation; volunteering and mentoring; summer and winter research experiences; and leadership development opportunities.

The Centre enhances student employability through a focus on experiential learning, ensuring that students can capitalise on the benefits of UQ's diversity, research reputation and capacity, international partnerships, and strong links with industry and the professions. The Centre also provides financial supports to enable students to access experiences, as well as supports to translate, articulate, and transfer these experiences into the workplace.

The objective of the Student Services Directorate is to provide a range of services and support functions that enhance the student experience and assist student success.

The current initiatives run by Student Services fall into a number of areas:

- Advice | The focus is on enabling student success through providing general and specialist support for accommodation, disability and inclusion, general welfare and international student advice.

- Learning Development Team | The focus is on supporting student success through online, group and one to one initiatives to enhance academic and learning skills for students.

- Counselling Team | The focus is on providing an opportunity for enrolled students to access professional counselling so that they may better develop and fulfil their personal, academic and professional potential.

- Student Experience Teams | The focus is on delivering projects that help students make connections and partnerships that enhance their experience at UQ. The work of this team will promote opportunities for students to build a sense of belonging and support within UQ.

Services and activities are delivered across the St. Lucia, Gatton and Herston campuses.

Information for Prospective Staff

Information about life at UQ including staff benefits, relocation and UQ campuses is [available online](#).

DUTY STATEMENT

Primary Purpose of Position

This position is responsible for the review and evaluation of existing systems and work in partnership with internal and external stakeholders to develop and implement process improvements. This involves analysis and definition of business requirements, as well as identification, design, user testing and implementation of innovative solutions including business process reengineering and system optimisation.

Duties

Duties and responsibilities include, but are not limited to:

- Engage with stakeholders to undertake analysis of new and existing business processes taking into account operational requirements, issues and opportunities.

- Investigate feasibility of potential solutions, including acting as a translator between non-technical and technical clients such as ITS and application vendors, make recommendations to clients and implement agreed solutions including the development of complex workflows and system-generated reports.

- Identify and contribute to opportunities for improvement in system performance comprising of, but not limited to, working with ITS to enhance system integration whilst ensuring data integrity.

- Develop and maintain system-related documentation such as functional specifications, system configuration documents and other technical reports as required.

- Undertake project activities to contribute to the preparation of business cases and take leadership in requirements gathering and user acceptance testing.

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 Service Improvement Manager – Systems, Operations, Analytics and Projects

SELECTION CRITERIA

- Completion of an undergraduate degree with at least four years subsequent experience; or an equivalent combination of relevant experience and/or training.

- Excellent oral, written communication and interpersonal skills with the demonstrated ability to develop, build and maintain strong working relationships with staff at all levels across a complex organisation.

- Proficiency in relevant technologies, including StudentHub (CareerHub), CRM, student administration systems, BI reporting tools, or similar systems, and the demonstrated ability to design IT solutions, including workflows and system generated reports, and to write clear and precise user and technical specifications

- Demonstrated analytical skills for collecting, interpreting and evaluating information with the ability to successfully interpret business processes; and design effective business process improvements.

- Demonstrated project management experience including contribution to development of business cases and project closure reports.

- Knowledge of testing procedures as they relate to a large system including unit testing and comprehensive product testing with experience in leading and managing user acceptance testing as part of system improvements and projects.

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 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 recruitment@uq.edu.au.