Position Description

Title: Senior Business Support Analyst

HEW Level: HEW Level 8

Faculty/Office: Information Technology

Position Number: TBA

Department/Team: Partnerships & Engagement

Date: March 2018

Position Purpose: To drive improvements to business processes that underpin critical corporate systems and interfaces.

### ORGANISATIONAL CONTEXT

Macquarie University’s central IT Department delivers a range of core services covering wired and wireless networks, infrastructure, applications, telecommunications, design and procurement of systems, project management and business analysis services, strategic IT security, and a growing number of support and advice services (such as information and data management).

IT’s present activities support the research, teaching, learning and administrative functions of the university. Increasingly, IT is striving to better align the support service to Macquarie’s Strategic Plan “A Framing of Futures” in its enhancement of the student and staff experience, facilitation of research and teaching collaborative activities, increased throughput of our research data and its security, increased efficiency and effectiveness of IT working practices, release of IT staff capacity to better support research and teaching developments, and the reduction of organisational risks.

IT Partnerships & Engagement is responsible for fostering relationships with Faculties and Departments to identify and forecast IT business requirements and matching IT solutions; coordinate business change programs, and ensure training and development opportunities are provided to stakeholders to maximise IT systems to support research, learning and teaching activities.

The Business Support team focuses on two streams of activities – day to day operational activities including support and driving improvements to the staff and student administration processes. The Senior Business Support Analyst leads support activities and has ownership of all issues raised, working with stakeholders to develop and implement solutions.
### KEY ACCOUNTABILITIES

- Lead analysis and manage support activities to solve complex problems in the execution of business improvements projects.
- Investigate and determine business requirements and processes in conjunction with key stakeholders, including undertaking root cause analysis, conducting process reviews and mapping current and future processes.
- Develop and implement business solution to processes including updating of related IT management, practices, procedure and organisational change.
- Apply and monitor the use of modelling and analysis tools, methods and standards in determining stakeholder objectives and underlying issues arising from investigations into business requirements and problems.
- Collaborate with University and project stakeholders in determining project strategy assessments, requirements specifications and feasibility studies.
- Identify and validate functional, non-functional and transitional requirements with the business users as expressed in use cases and reports.
- Participate in the development of test strategies, test plans and test cases.
- Comply with relevant EEO and WHS regulations
- Perform any other duties as required and appropriate for this classification.

### POSITION CONTEXT

<table>
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<tr>
<th>Reports to:</th>
<th>Business Support Team leader</th>
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<tbody>
<tr>
<td>Positions Reporting to:</td>
<td>Nil</td>
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| Key Direct Clients: | • Executive  
  • Heads of Office, Heads of Dept, Senior Managers  
  • Particular staff members in other offices or departments  
  • Other staff members in own office or department |
| Other Key Relationships: | • Immediate team members  
  • MQ staff in general  
  • Other external contacts |
| Budget Accountability: |  |
| Role-specific Conditions: | • Criminal checks |
| Scope and autonomy | Develops and/or modifies programs, processes, systems and/or policies that may impact University-wide projects, process improvements and/or initiatives. |
| Problem solving | Draws on own knowledge, experience and expertise to identify, develop and implement new initiatives, processes and programs. |
## CAPABILITY FRAMEWORK

Capability Frameworks describe the behaviours, skills, attributes and experience required to successfully perform a position or group of similar positions.

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<tr>
<th>COMPETENCIES</th>
<th>ATTRIBUTES</th>
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<tbody>
<tr>
<td><strong>Planning and Execution:</strong> Managing time and resources to complete tasks and achieve objectives.</td>
<td><strong>Perseverance:</strong> Persevering despite obstacles to ensure tasks are completed.</td>
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<td><strong>Quality Focus:</strong> Ensuring accuracy and quality when completing tasks.</td>
<td><strong>Flexibility:</strong> Responding effectively to unexpected or changing circumstances.</td>
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<td><strong>Communication:</strong> Effectively articulates key messages, both verbally and in writing, adapting to suit context and audience.</td>
<td><strong>Reliability:</strong> Meeting commitments and responsibilities.</td>
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<td><strong>Service Focus:</strong> Making students, staff, alumni and other key contacts and their needs a priority.</td>
<td><strong>Interpersonal Impact:</strong> Making a positive impression on others in a range of interpersonal contexts.</td>
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<td><strong>Relationship Management:</strong> Establishing effective working relationships with others.</td>
<td><strong>Resilience:</strong> Dealing effectively with and recovering quickly from setbacks or pressure.</td>
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<td><strong>Teamwork:</strong> Working in collaboration with others to achieve shared goals.</td>
<td><strong>Accountability:</strong> Assuming responsibility for making decisions and delivering agreed outcomes.</td>
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<td><strong>Integrity:</strong> Maintaining confidentiality, discretion and professionalism.</td>
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### REQUIRED KNOWLEDGE
Qualifications, technical and/or professional skills and information needed from day one for successful performance.
- Degree in Computer Science or equivalent business experience.
- Certificate in DevOps Foundation.
- Test automation and Continuous Integration & Deployment (CI-CD).
- ITIL Service Management Foundation Certification.
- Knowledge of analysis methodologies.
- Knowledge of SQL.

### ACQUIRED KNOWLEDGE
Organisational and/or professional skills and information to be developed within the first 3 to 6 months in the role for successful performance.
- Knowledge of Information Technology's functions and structure.
- Knowledge of Information Technology's policies, systems, processes and procedures.
- Knowledge of University policies, systems, processes and procedures and how to adapt these at the faculty/office level.
- Knowledge of what other areas of the University do and how they interact with the faculty/office.

### KEY EXPERIENCES
Practical experiences and exposure to specific environments or activities related to successful performance.
- Experience as an IT Support analyst working on multiple business improvement initiatives simultaneously.
- Experience troubleshooting complicated issues across multiple systems and driving to solution.
- Experience providing technical solutions to non-technical users.
- Experience in application of different support methodologies including ITIL and Agile.
- Proven experience with analysis and project management methodologies.
- Experience in stakeholder engagement and facilitation.
- Demonstrated experience in managing priorities and working to deadlines.