Position Description

Title: Senior IT Business Analyst
HEW Level: HEW 8
Faculty/Office: Information Technology
Position number:
Department/team: Program Management Office
Date: February 2016

Position purpose: To conduct the end-to-end methodical investigation, analysis, review and documentation of business requirements in order to inform the design, build and testing of appropriate business solutions.

ORGANISATIONAL CONTEXT
Macquarie University Information Technology embraces the university mission to be bold, distinctive, progressive and transformational.

Information Technology is a trusted business partner with an ethos of service but not subservience, and we pride ourselves in the application of a strong collaborative partnership approach to transformation across the University. We strive for the efficient provision of commoditised services in order to better support the areas where we should be unique across the education, research and health portfolios within the University.

The Information Technology Program Management Office provides greater senior level project governance capacity and capability to ensure successful project delivery and benefits realisation.

ORGANISATION CHART

[Diagram showing the organisational structure of the IT department, including levels and roles such as Director, IT, VP, People, and others, with teams and capital funded resources indicated.]
### KEY ACCOUNTABILITIES

- Investigate and determine business requirements and specify effective business processes in information systems information 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 at all levels in determining project strategy assessments, requirements specifications and feasibility studies.
- Validate existing requirements, identifying new business requirements (functional requirements expressed via Use Case, reporting, non-functional, transitional), Level 4 Business processes and supporting the implementation of across our project and technology business units.
- Participate in the development of test strategies, test plans and test cases.
- Participate in change activities and adopt new ways of working to support organisational changes required to create and sustain IT and Faculties' technology capabilities.
- Comply with relevant EEO and WHS regulations.
- Perform any other duties as required and as appropriate for the incumbent’s HEW level.

### POSITION SCOPE

**Reports to:**
- Associate Director, PMO

**Positions Reporting to:**
- Direct: Nil
- Indirect: Nil

**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
- Immediate team members
- Peers in tertiary sector
- External vendors and contractors

**Other Key Relationships:**
- MQ staff in general
- MQ students
- Other external contacts

**Budget Accountability:**

**Role-specific Conditions:**
- Criminal history check

**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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<td>• Planning and Execution: Managing time and resources to complete tasks and achieve objectives.</td>
<td>• Perseverance: Persevering despite obstacles to ensure tasks are completed.</td>
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<td>• Quality Focus: Ensuring accuracy and quality when completing tasks.</td>
<td>• Flexibility: Responding effectively to unexpected or changing circumstances.</td>
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<td>• Communication: Effectively articulates key messages, both verbally and in writing, adapting to suit context and audience.</td>
<td>• Reliability: Meeting commitments and responsibilities.</td>
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<td>• Service Focus: Making students, staff, alumni and other key contacts and their needs a priority.</td>
<td>• Interpersonal Impact: Making a positive impression on others in a range of interpersonal contexts.</td>
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<td>• Relationship Management: Establishing effective working relationships with others.</td>
<td>• Resilience: Dealing effectively with and recovering quickly from setbacks or pressure.</td>
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<td>• Teamwork: Working in collaboration with others to achieve shared goals.</td>
<td>• Accountability: Assuming responsibility for making decisions and delivering agreed outcomes.</td>
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<td>• Integrity: 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.

- Tertiary qualifications in Information Technology, Information Systems or a combination of relevant experience and training.
- CBAP, PMI-PBA, BCS Business Analysis Practitioner or equivalent certification.
- Demonstrated knowledge of Agile Extension to the BABOK highly regarded.
- PRINCE2 certifications highly regarded.
- ITILv3 certifications highly regarded.

### KEY EXPERIENCE:
Practical experiences and exposure to specific environment or activities related to successful performance.

- At least 5 years’ experience as an IT Business Analyst working on multiple business improvement initiatives simultaneously.
- At least 5 years’ experience using Business Analysis techniques such as Use Cases, Scenarios, Prototyping, Business rules analysis, Non-Functional Requirements analysis, Problem tracking Workshops and others.
- Strong track record writing unambiguous, verified requirements to a testable level (Functional and Non-functional).
- Good understanding of Application Delivery platforms, Network infrastructure, Infrastructure Applications, Security, Virtualization technologies, and Cloud technologies and platforms
- Excellent interpersonal skills, stakeholder engagement, facilitation.
- Experience in the development of test strategies, test plans and test cases highly regarded.
- Experience working with structured project management methodologies such as PRINCE2, Agile, PMBOK highly regarded.
- Excellent interpersonal, stakeholder engagement and facilitation skills.

### ACQUIRED KNOWLEDGE:
Organisational and/or professional skills and information to be developed within the first 3 to 6 months for successful performance.

Knowledge of the Information Technology functions and structure.
Knowledge of the Information Technology policies, systems, processes and procedures.
Knowledge of how the University works and how relevant functions across the University interrelate.