Position Description

College/Division: Information Technology Services (ITS)
Faculty/School/Centre: Project Delivery and Engagement (PD&E)
Department/Unit:
Position Title: Senior Business Analyst
Classification: ANU Officer Grade 8 (IT)
Position No: TBC
Responsible to: Team Leader, Business Analysis and Testing, Project Delivery and Engagement
Number of positions that report to this role: Nil
Delegation(s) Assigned: Nil

PURPOSE STATEMENT:
The Australian National University’s information digital environment plays a critical role in enabling and supporting teaching, learning, research and professional services. Information Technology Services (ITS) provides unified management and coordination support for a wide range of academic and corporate information services and more generally manages development of the University’s digital environment. The Project Delivery & Engagement (PD&E) area within the ITS Division works collaboratively with stakeholders across the University in the delivery of strategically aligned change for business processes and digital solutions. We do this with guidance from our target cultural objectives of: take an outside-in view; think team; own it; make it simple; act with empathy.

KEY ACCOUNTABILITY AREAS:
The purpose of the Business Analyst role within ITS is to assist business areas across the University to find solutions to business problems and improve processes and systems through analysis using human centered design principals. The position will establish effective, customer focused working relationships with business users and technical teams and work proactively in identifying and understanding requirements, developing optimised solutions, effectively communicating and presenting these solutions. This role will provide you with an exciting and unique opportunity to contribute to the strategic delivery of the existing technology roadmap and provide business and technology solutions across the University.

Position Dimension & Relationships:
This role is responsible for the provision of business analysis, which includes but is not limited to, analysis, design, and documentation in relation to the Case Management project in the first instance. In addition, aspects of the Business Analyst’s role include undertaking requirements gathering across other possible future user groups within the University and working with the Project Manager to develop plans and provide guidance for business change and adoption.

The Business Analyst must be proficient working at a strategic level whilst giving necessary attention to detail and ensuring quality deliverables. A highly collaborative approach is essential to engage user groups, technical teams, leadership teams and other stakeholders throughout the change process. This position will report directly to the Team Lead, Business Analysis and Testing team, Project Delivery and Engagement (PD&E).

Role Statement:
Under the broad direction of the Team Lead Business Analysis and Testing, PD&E:
- Engage collaboratively with target stakeholders across the University to understand their business and system needs; plan, document and execute business and strategic analysis to formulate and manage the technology proposal process that meets these needs and align business with technology and the University’s strategic goals.
- Undertake all business analysis activities to ensure deliverables are produced and delivered on time, developed according to defined standards whilst ensuring that chosen approaches, methodologies and recommendations are appropriate and cost effective.
- Provide mentoring, training and advice to other team members and clients with respect to business analysis and project coordination services as required.
Identify and establish business-oriented maintenance and support processes needed for effective operations of any newly introduced capability, applying continuous improvement principles and practices.

Provide regular progress reports on all assigned work, advice on effort estimation of analysis activities and resource requirements.

Contribute to strategic planning, policy development and decision making processes.

Identify and contribute to the development of PD&E team processes and practices to ensure that a consistent level of service quality and deliverable is provided in all aspects of the work.

Comply with all ANU policies and procedures, and in particular those relating work, health and safety and equal opportunity.

Other duties as required, consistent with the classification level of this position.

SELECTION CRITERIA:

1. Extensive experience as a Senior Business Analyst. Postgraduate qualifications in Information Technology or Business or industry qualifications; or an equivalent combination of experience and education/training.

2. Demonstrated extensive experience in business process design principles, including process mapping and Business Process Reengineering and user focussed design techniques.

3. Demonstrated high level of project organisation skills and experience working with varied development approaches and methodologies including the ability to achieve project deadlines.

4. Proven experience in the planning and formulation of strategies for the development of business solutions and extensive experience in the evaluation, implementation and management of changes to business practices to improve efficiencies and effectiveness.

5. Demonstrated high level interpersonal, oral and written communication skills, including the ability to articulate requirements to technical and business teams in a variety of ways.

6. Demonstrated ability to mentor staff, successfully work within a diverse team, and foster a strong commitment to service.

7. A demonstrated high level of understanding equal opportunity principles and a commitment to the application of EO policies in a University context.

The ANU conducts background checks on potential employees, and employment in this position is conditional on satisfactory results in accordance with the Background Checking Procedure which sets out the types of checks required by each type of position.

Supervisor/Delegate Signature: __________________________ Date: ______________

Printed Name: ______________ Uni ID: __________________________

References:

General Staff Classification Descriptors

Academic Minimum Standards