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

PURPOSE STATEMENT

Information Technology Services (ITS) delivers digital solutions that enable the Australian National University to achieve its strategic goals: a student experience equal to the world's best, and research that transforms society and creates national capability.

ITS has responsibility for the University's digital ecosystem, and is leading the delivery of the Digital Master Plan, a 10 year strategic roadmap for the transformation of the University’s digital capability. ITS works in partnership with Colleges and Service Divisions in order to provide an engaging, seamless and safe digital experience that enables our students and staff to excel.

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.

The purpose of the Business Analyst role in the Project Delivery and Engagement team is to assist business areas across the University in realising business benefits and outcomes of their investments in digital solutions to meet current and emerging business needs as part of the Digital Master Plan delivery. The position is a highly demanding role that will require the Business Analyst to focus on the Student First program and work collaboratively with our customers and users to align business needs with business and digital solutions. As such, this position performs a pivotal role in handling all aspects of solution requirements and scope and provides strategic recommendations for business and technology initiatives and solution designs.

KEY ACCOUNTABILITY AREAS

Position Dimension & Relationships:

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 for the Student First program of work.

This role is responsible for the provision of business analysis, which includes but is not limited to, fit for purpose analysis, design, and documentation. In addition, aspects of the Business Analysts role may include undertaking feasibility studies; defining and managing solution options; developing discovery proposals and driving and fostering a culture of continuous improvement and benefits management.

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.

Role Statement:

Under broad direction:

- Engage collaboratively with our business stakeholders and customers, and staff in Information Technology Services, to understand their business and system needs; plan, document and execute business and strategic analysis to align business needs 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.
- Identify and establish business-oriented maintenance and support processes needed for effective operations of new solutions, applying continuous improvement principles and practices.
- Provide mentoring, training and advice to other team members and clients with respect to business analysis and project coordination services as required.
- 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 and project 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. Experience with the implementation of CRM or Teaching and Learning or Integration and Infrastructure tools or transformation processes will be highly regarded but not essential.
2. Demonstrated extensive experience in business process design principles, including process mapping and Business Process Reengineering.
3. Demonstrated high level of project organisation skills and experience working with varied development approaches and methodologies, including agile delivery approaches.
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.

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<td>Position: CIO</td>
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**References:**

General Staff Classification Descriptors
Academic Minimum Standards
In accordance with the Occupational Health and Safety Act 1991 the University has a duty of care to provide a safe workplace for all staff.

- This form must be completed by the supervisor of the advertised position and forwarded with the job requisition to Appointments and Promotions Branch, Human Resources Division. Without this form jobs cannot be advertised.
- This form is used to advise potential applicants of work environment issues prior to application.
- Once an applicant has been selected for the position consideration should be given to their inclusion on the University’s Health Surveillance Program where appropriate – see http://info.anu.edu.au/hr/OHS/__Health_Surveillance_Program/index.asp. Enrolment on relevant OHS training courses should also be arranged – see http://info.anu.edu.au/hr/Training_and_Development/OHS_Training/index.asp.

### Potential Hazards

- Please indicate whether the duties associated with appointment will result in exposure to any of the following potential hazards, either as a regular or occasional part of the duties.

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<th>TASK</th>
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#### NON-IONIZING RADIATION

- solar: ☒
- ultraviolet: ☒
- infra red: ☒
- laser: ☒
- radio frequency: ☒

#### CHEMICALS

- hazardous substances: ☒
- allergens: ☒
- cytotoxics: ☒
- mutagens/teratogens/carcinogens: ☒
- pesticides / herbicides: ☒

#### IONIZING RADIATION

- gamma, x-rays: ☒
- beta particles: ☒
- nuclear particles: ☒

#### BIOLOGICAL MATERIALS

- microbiological materials: ☒
- potential biological allergens: ☒
- laboratory animals or insects: ☒
- clinical specimens, including blood: ☒
- genetically-manipulated specimens: ☒
- immunisations: ☒

### Other Potential Hazards (please specify):

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