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POSITION DESCRIPTION

Senior Functional Analyst

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| Position Level | Level 9 |
| Faculty/Division | Operations |
| Position Number | ADMIN ONLY |
| Original document creation | August 2020 |

Position Summary

The Senior Functional Analyst will provide functional design and configuration, drawing upon their expertise and experience, to deliver the design and development of solutions that are aligned to meet current and future needs, ensure they are integrated across the organisation and established methods and standards are followed.

This position reports to the Lead Business Analyst and has no direct reports.

Accountabilities

Specific accountabilities for this role include:

- Perform a lead role in driving process improvements and identifying innovative and new ways of using or enhancing the system to ensure systems are being fully leveraged by the University.
- Partner with customers to design and develop solutions to meet business needs.
- Provide 2nd and 3rd level support to the University's internal integration management systems and other systems, including but not limited to expert level advice and guidance to users on system issues, resolving the more complex inquiries and ensuring satisfaction with UNSW IT services.
- Perform a lead role in IT Enterprise Solutions projects working collaboratively with the project managers, vendors and business users, including managing project scope, impact assessments, risk analysis, testing and co-ordinating with various stakeholders to ensure successful outcomes.
- Perform and lead system, integration, penetration and performance testing, planning of user acceptance testing, and sign-off on the People Information Management System (PiMs) and associated systems.

- Ensure system configuration operates in line with user needs, maximises PeopleSoft and other products' delivered functionality and incorporates timely technology advances.
- Ensure the performance and integrity of the UNSW student systems such that they provide accurate and efficient output which meets the needs of stakeholders across the organisation.
- Proactively engage and collaborate with users and other customers to gather business requirements, assess business processes, and assist with the design of solutions which effectively deliver desired outcomes.
- Build, manage and maintain successful relationships with various stakeholders including business process owners, customers, technical analyst, developers and Corporate Services and Systems teams.
- Provide significant contribution to the ongoing development and maintenance of work standards and practices to support the efficient operation of the Functional team.
- Coach and mentor more junior staff within immediate and wider teams, such as Functional Analysts, to support development their business knowledge, technical competency, and functional expertise.
- Develop and maintain expert-level functional knowledge of business systems and their interrelationships with other core university systems.
- Manage the delivery of small projects, working collaboratively within IT, with business users, and with vendors to ensure a successful outcome.
- Be available for On-Call / After Hours support on a rotating basis, typically one week per month aswell as weekend and After Hours work as required.
- Ensure solutions adhere to data security requirements and agreed security policy guidelines.
- Align with and actively demonstrate the UNSW Values in Action: Our Behaviours and the UNSW Code of Conduct.
- Cooperate with all health and safety policies and procedures of the university and take all reasonable care to ensure that your actions or omissions do not impact on the health and safety of yourself or others.

Skills and Experience

- Tertiary qualifications in a relevant discipline, or equivalent experience including extensive experience within IT.
- At least 5 years of functional experience with PeopleSoft Human Capital Management and Global Payroll applications in business analyst, functional consultant or business systems support role, in a large and complex organisation, ideally in higher education.
- Extensive knowledge of and experience in a range of application development methodologies including 'agile', 'waterfall', 'lean' and 'rapid' application development methodologies.
- High-level knowledge and competency in the use of professional business analysis techniques and methods (eg Use Case Analysis, UML).
- Well-developed skills in the use of standard office toolsets including the MS Office suite, drawing/diagramming tools (eg Visio) and project management tools (eg MS Project).
- Advanced consultation, influencing and negotiation skills and proven ability to engage effectively with diverse stakeholders to achieve successful outcomes.

- Strong analytical and problem-solving skills and proven capacity to exercise initiative, flexibility and to be proactive in development of robust solutions to problems.
- Proven excellent interpersonal and communication skills (both written and verbal) with the ability to establish effective working relationships with fellow IT colleagues, the business and other stakeholders.
- An understanding of and commitment to UNSW's aims, objectives and values in action, together with relevant policies and guidelines.
- Knowledge of health and safety responsibilities and commitment to attending relevant health and safety training.

About this document

This Position Description outlines the objectives, desired outcomes, key responsibilities, accountabilities, required skills, experience and desired behaviours required to successfully perform the role.

This template is not intended to limit the scope or accountabilities of the position. Characteristics of the position may be altered in accordance with the changing requirements of the role.