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## POSITION DESCRIPTION

# Senior Business Analyst

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Position Level	Level 9
Faculty/Division	Operations
Position Number	ADMIN ONLY
Original document creation	July 2021

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### Position Summary

The Senior Business Analyst will partner with customers within the university, analysing and defining requirements and functionality for information systems and other solutions to meet the University's business needs. The focus of this role is to work closely with the key business stakeholders to gain in-depth understanding of business strategy, processes, services, roadmap, and documenting capabilities needed to address business challenges.

The position provides analysis services through formal projects and on a consulting basis, with the aim of enabling the University to improve its processes and develop its business. In addition, the Senior Business Analyst leads the planning of business analysis engagements and is accountable for the quality of business analysis outcomes and the performance of the business analysis team on specific engagements.

The Senior Business Analyst reports to the Lead Business Analyst and has no direct reports.

### Accountabilities

Specific accountabilities for this role include:

- Partner with customers to analyse their needs, identify and evaluate business requirements, and assist with the design of solutions which effectively deliver desired outcomes.
- Perform a lead role in driving process improvements, investigating, analysing, and documenting business processes and the underlying business model for a system or process area.
- Participate in the preparation of business cases which define potential benefits, options for achieving these benefits through development of new or changed processes, and associated business risks.
- Perform a key role in 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 a lead role in researching 3'd party software solutions, performing in-depth analysis to assess their suitability to meet UNSW business requirements and if required, assist in the development of Procurement Strategy, RFx and evaluation criteria.
- Collaborate closely with developers to implement the requirements, provide necessary guidance to testers during QA process. Participate in building and executing product functional test plans, planning of user acceptance testing, and sign-off on Finance and Divisional and associated systems prior to release to end-users.
- Build, manage and maintain successful relationships with various stakeholders including business process owners, customers, technical analyst, developers, and Finance and Divisional Services & Systems teams.
- Perform a lead role in recommending an appropriate business analysis approach, toolsets, and deliverables to be employed by business analysts on a project.
- Provide significant contribution to the ongoing development and maintenance of work standards and practices to support the efficient operation of the business analysis team.
- Coach and mentor more junior staff within immediate and wider teams.
- Develop and maintain knowledge of university business systems and their interrelationships with other core university systems.
- Provide functional level 2 support to system and process owners on business processes, implemented functionality, and business system capabilities
- 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 competence gained through any combination of education, training, and experience within IT.
- At least 5 years professional experience as a business analyst or equivalent experience in business system analysis 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
- Well-developed skills in the use of standard office toolsets including the MS Office suite, drawing/diagramming tools and project management tools

- Advanced consultation, influencing and negotiation skills and proven ability to engage effectively with diverse range of stakeholders at different levels within an organisation to achieve successful outcomes.
- Demonstrated 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.
- Excellent time management skills, with a demonstrated ability to respond to changing priorities, manage multiple tasks and meet competing deadlines by using judgement and initiative.
- 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.