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Senior Functional Analyst

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

Position Summary

The Senior Functional Analyst will partner with finance and divisional customers within the university to provide specialist advice and guidance to ensure the sound and effective functioning of UNSW's enterprise systems to an optimum level. This role will deliver the business analysis, functional consulting, functional design and configuration development, related to implementation, support and enhancement of UNSW finance and divisional systems. The role 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 Lead Business Analyst and there are no direct reports.

Accountabilities

Specific accountabilities for this role include:

- Focus on and drive process improvements and identify latest ways of using or enhancing the system that ensures that systems are being fully leveraged by the University.

- Partners with customers to design and develop solutions to meet business needs.

- Provide 2nd and 3rd level of support to the NS Financials and other finance systems, providing advice and guidance to users on system issues, resolve the more complex enquiries and ensure satisfaction with UNSW IT services.

- Support IT projects working collaboratively with the project managers - including managing scope, impact assessments, risk analysis, testing and co-ordinating with stakeholders.

- Perform and participate in system, integration, penetration and performance testing, planning of user acceptance testing, and sign-off on Finance and associated systems.

- Assist with the configuration of the system to ensure it operates in line with user needs, maximises products' delivered functionality and incorporates timely technology advances.

- Ensure the performance and integrity of the UNSW systems such that they provide accurate and efficient output which meets the needs of stakeholders across the organisation.

- Assist with assessment of business impact regarding proposals impacting systems or business process re-engineering.

- Liaise with business customers, technical analysts, IT developers and other stakeholders for the development and implementation of system changes.

- Identify opportunities for improving business processes through efficient and effective use of systems technologies, development of processes and operational changes.

- 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.

- Assist with analysis and developing guidelines for regular patch releases, new processes or functionality to ensure customers understand how to best utilise the UNSW's systems.

- Manage and maintain successful relationships with the various business process owners and Services & Systems teams.

- 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 a minimum of 10 years of experience in IT.

- At least 5 years of functional experience with PeopleSoft Financials 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 word processors, spreadsheets, drawing/diagramming tools (eg Visio), presentation tools (eg PowerPoint) and project management tools (eg MS Project).

- Sound consultation, influencing and negotiation skills and proven ability to engage effectively with diverse stakeholders to achieve successful outcomes.

- Comprehensive 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 communication (both written and verbal), good interpersonal skills, establishing good 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.