



Position Description

Business Analyst

Business Analysis and Process

Division of Information Technology

Classification Level 7

Special conditions Not Applicable

Workplace agreement [Charles Sturt University Enterprise Agreement](#)

Date last reviewed December 2024

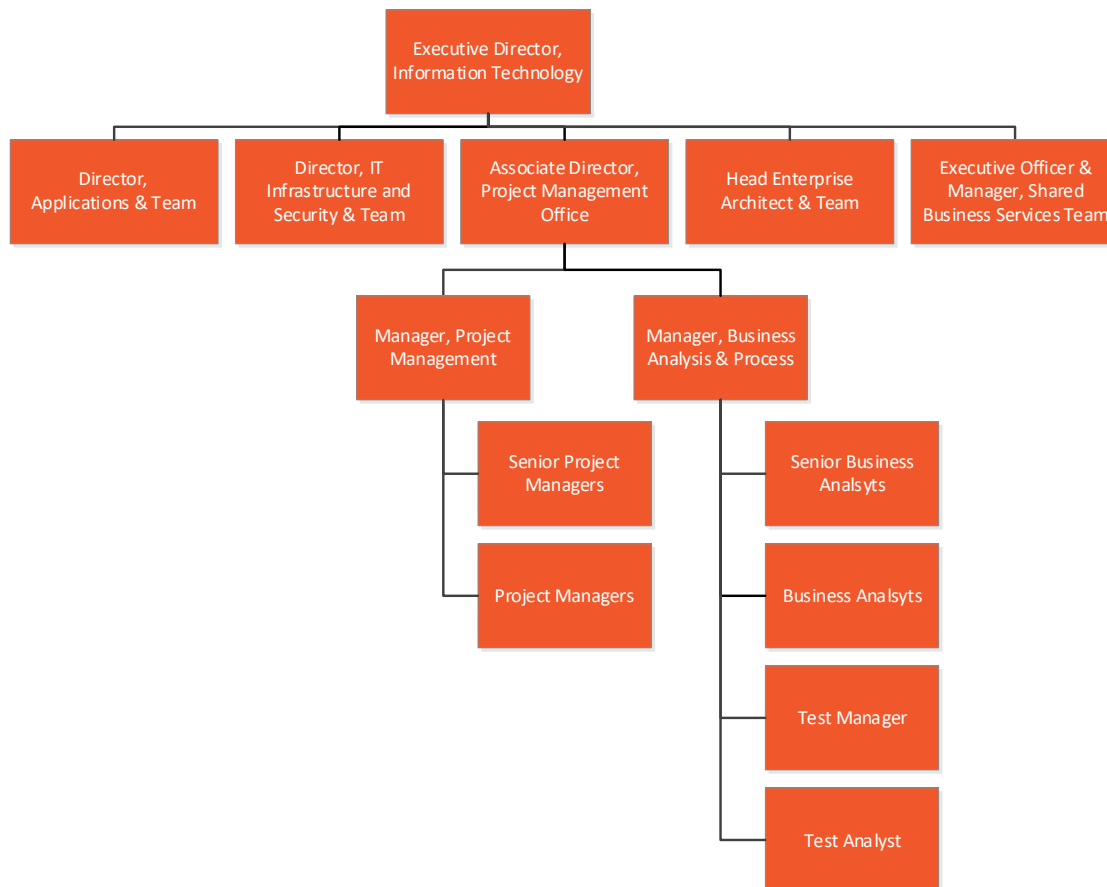


Division of Information Technology

Project Management Office

The Division of Information Technology (DIT) are an expert and responsive team of technology professionals that are committed to the delivery of innovative solutions and services. We seamlessly connect our stakeholders with the systems and information needed to succeed by personalising experiences, protecting information and enabling innovation.

Organisational chart



Reporting relationship

This position reports to: Manager, Business Analysis and Process

This position supervises: Nil

Key working relationships

- Project Stakeholders and Subject Matter Experts throughout the university.
- Division of Information Technology – Project Managers, Test Analysts, and applicable Technology Teams.



Position overview

Charles Sturt's Business Analysts play a critical role in bridging the gap between business objectives and technological solutions.

As a Business Analyst, you will demonstrate extensive experience in requirements elicitation, documentation, and analysis across complex projects and programs. You will also need to effectively collaborate with a diverse set of stakeholders throughout a project lifecycle, for example, Enterprise Architects, Project Managers, Testers, Developers, and other University representatives. Therefore, it is imperative to accurately capture all requirements and translate them into impactful solutions that deliver tangible business benefits.

Our Business Analysts are vital members of the project team, directly supporting the Project Manager. Your key responsibilities will include actively engaging with stakeholders to understand, capture, document, and communicate business requirements and translate them into impactful solutions that deliver tangible benefits aligned with project and stakeholder needs. Additionally, you will provide essential support to the University in pre and post-project activities, such as preparing initiative proposals, business cases, close-out reports and more.

Principal responsibilities

- **Values:** Consistently embody the University's values in behaviour and decision-making, while encouraging inclusivity and collaboration to foster a safe and respectful work environment.
- Achieve streamlined and efficient business operations by analysing, modelling, documenting, and optimising business processes.
- Ensure successful project outcomes by leading the development of business and functional requirements tailored to the specific needs of the project and audience.
- Facilitate informed decision-making by contributing to the assessment of solutions and their financial implications.
- Drive successful project initiation by supporting the development of initiative proposals and business cases.
- Promote a culture of continuous improvement by contributing to the broader business analyst team and supporting a shared ethos of enhancement.
- Collaborate with staff across Charles Sturt to promote best practices and ideas for process improvement.
- Identify and contribute to the development of team processes and practices to ensure that a consistent level of service quality and deliverables are provided in all aspects of the work.
- Ensure smooth and effective business transitions by contributing to the planning and implementation of communication, training, and user acceptance testing.
- Stay at the forefront of industry standards by maintaining familiarity with current good practice concepts, methods, and paradigms in business analysis.
- Perform other duties appropriate to the classification as required.



Required capabilities

This section comprises capabilities from the Charles Sturt [Capability Framework](#). Read the Framework for more detail regarding these capabilities.

Capability	Capability Definition	Level of influence
Innovates		
Navigates Complexity	Adjusts and responds effectively to new or unexpected situations, challenges, or opportunities whilst developing strategies to manage wellbeing in a challenging environment.	Influence self
Connects		
Communicates with Influence	Listens to understand the position of others and leverages effective communication and negotiation skills in order to influence and navigate toward mutually beneficial outcomes.	Influence self
Connects in a Global World	Recognises and values cultural differences, is contextually aware, and acts within scope of role but with consideration for global trends and issues.	Influence self
Achieves		
Drives Impact	Collaboratively engages with peers and stakeholders in the community and industry. Places our people and students at the centre of design decisions.	Influence self

This section comprises of Enabler and Manages Effectively capabilities from the Charles Sturt [Capability Framework](#).

Capability	Capability description	Level of influence
Enablers		
Manages Projects Effectively	Applies effective planning and coordinates effort using project management practices to deliver specific project objectives.	Influence self
Manages Effectively		
Demonstrates Self Awareness	Builds an understanding of own thoughts, feelings, strengths, weaknesses and behaviours, to understand how others perceive them, to make sound decisions, build positive relationships and communicate effectively.	Influence self

Physical capabilities

The incumbent may be required to perform the following.

- Work in other environments beyond your base campus, such as other campuses.
- On occasion, drive a vehicle distance up to 500 km per day within the terms of the university's [Driver Safety Guidelines](#)



Selection criteria

Applicants are expected to address the selection criteria when applying for this position.

Essential

- A. A degree with at least 4 years subsequent relevant experience to consolidate and extend the theories and principles learned; or extensive experience and management and or specialist expertise; or an equivalent level of knowledge gained through any other combination of education, training and/or experience.
- B. Extensive experience in undertaking and leading complex business analysis.
- C. Demonstrated understanding of the project life cycle.
- D. Evidence of highly developed verbal and written communication skills with the demonstrated ability to successfully build professional relationships and work as part of a team.
- E. Demonstrated skills and experience in business process modelling.

Desirable

- F. Certification in lean/agile project methodology.