

POSITION DESCRIPTION

Infrastructure Services
University Services

Lead Business Systems Analyst

POSITION NUMBER	0045460
PROFESSIONAL CLASSIFICATION STANDARD/SALARY	PCS 9 - \$115,726 - \$120,404 per annum (pro rata for part-time)
SUPERANNUATION	Employer contribution of 17%
WORKING HOURS	Full Time (1 FTE)
BASIS OF EMPLOYMENT	Continuing
HOW TO APPLY	<p>Go to http://about.unimelb.edu.au/careers, under Current staff or Prospective staff, select the relevant option ('Current Opportunities' or 'Jobs available to current staff') and search for the position by title or number.</p> <p>Indigenous applicants are encouraged to apply.</p>
CONTACT FOR ENQUIRIES ONLY	<p>Elisa Rivera Tel +61 3 903 55227 Email elisa.rivera@unimelb.edu.au <i>Please do not send your application to this contact</i></p>

For information about working for the University of Melbourne, visit our website:
about.unimelb.edu.au/careers

THE UNIVERSITY OF MELBOURNE

Established in 1853, the University of Melbourne is a leading international university with a tradition of excellence in teaching and research. The main campus in Parkville is recognised as the hub of Australia's premier knowledge precinct comprising eight hospitals, many leading research institutes and a wide-range of knowledge-based industries. With outstanding performance in international rankings, the University is at the forefront of higher education in the Asia-Pacific region and the world.

The University of Melbourne employs people of outstanding calibre and offers a unique environment where staff are valued and rewarded.

Find out more about the University's strategy, 'Growing Esteem', at <http://about.unimelb.edu.au/strategy-and-leadership>

UNIVERSITY SERVICES

University Services is the shared services function for the University of Melbourne. We are dedicated to operating with a clear, responsive, respectful, user-friendly approach and this will create a problem-solving culture that empowers people to deliver their best. This component of the Melbourne Operating Model is the largest administrative unit within the University and is committed to:

- Putting the university first, by acting in the best interest of students, academics and overall strategy
- Maintaining a culture of service excellence
- Working together as one team to achieve results through collaboration, respect and expertise.

University Services is comprised of over 1,600 staff and consists of nine portfolios delivering a range of transactional services and expert advice:

- Academic Services
- Business Intelligence and Reporting
- External Relations
- Finance and Employee Services
- Infrastructure Services
- Legal and Risk
- Procurement
- Project Services
- Research, Innovation and Commercialisation

INFRASTRUCTURE SERVICES

Infrastructure Services delivers efficient, sustainable, competitive, innovative and safe campus facilities and information technology services.

The Academic Applications Management Team, within Infrastructure Services, provides the operational development, delivery and support of student-facing and student administration-focused University applications by providing: Project Consultation, Support Analysis, Business Systems Analysis, Iteration Management, Configuration Management, Development, Reporting, Training; and Testing and Quality Assurance to the Academic Services and Advancement groups and Faculties.

EQUAL OPPORTUNITY, DIVERSITY AND INCLUSION

The University is an equal opportunity employer and is committed to providing a workplace free from all forms of unlawful discrimination, harassment, bullying, vilification and victimisation. The University makes decisions on employment, promotion and reward on the basis of merit.

The University is committed to all aspects of equal opportunity, diversity and inclusion in the workplace and to providing all staff, students, contractors, honorary appointees, volunteers and visitors with a safe, respectful and rewarding environment free from all forms of unlawful discrimination, harassment, vilification and victimisation. This commitment is set out in the University's People Strategy 2015-2020 and policies that address diversity and inclusion, equal employment opportunity, discrimination, sexual harassment, bullying and appropriate workplace behaviour. All staff are required to comply with all University policies.

The University values diversity because we recognise that the differences in our people's age, race, ethnicity, culture, gender, nationality, sexual orientation, physical ability and background bring richness to our work environment. Consequently, the People Strategy sets out the strategic aim to drive diversity and inclusion across the University to create an environment where the compounding benefits of a diverse workforce are recognised as vital in our continuous strive to service for excellence and reach the targets of Growing Esteem.

ABOUT THE ROLE

Position Purpose:

The Lead Business Systems Analyst in the Academic Applications Management Team (AAM) will work with the AAM Delivery Manager to plan and coordinate the capacity of multiple Business Systems Analysts while also carrying out core business systems analyst activities. This role will facilitate business improvement and enhancement activities focusing on the student experience. It will also involve establishing process improvements using various methodologies such as Lean Six Sigma, project methodologies such as AGILE, risk assessment and process mapping.

The Lead Business Systems Analyst will be engaging with the stakeholders across the University to ensure that current business processes are supported, contributing to the resolution of change issues, utilising the systems in development and test environments to support processes.

Reporting line: AAM Delivery Manager

No. of direct reports: 5

No. of indirect reports: 0

Direct budget accountability: [Click here to enter text.](#)

Key Dimensions and Responsibilities:

Task level: Moderate

Organisational knowledge: Minimal

Judgement: Significant

Operational context: Based in Barry Street's University Services building, and working across divisions and faculties

OH&S and compliance: All staff are required to take reasonable care for their own health and safety and that of other personnel who may be affected by their conduct. These include general staff responsibilities and those additional responsibilities that apply for managers, supervisors and other personnel. Specific responsibilities for the role are available at <http://safety.unimelb.edu.au/topics/responsibilities/>.

Staff must comply with all relevant requirements under the University's risk management framework including legislation, statutes, regulations and policies.

Core Accountabilities:

- Contribute to the tactical and strategic roadmaps of work for core applications that AAM supports this involves regular engagement with stakeholders from Academic Services, Infrastructure Services Architecture teams, Business Improvement and IT teams (projects) and other teams in the University Services division.
- Be a key contributor and participant to all AAM Prioritisation and Planning sessions by analyzing demands from stakeholders using the service system queue and preparing for planning sessions. Planning includes determining the effort and capacity of all Business Systems Analysts for work such as software releases, major projects, enhancements and operations support.
- As part of the AAM team, manage software releases for the student management system. This release management will involve: planning and monitoring, coordinating regular release meetings, obtaining business sign off on the release scope and date, environment coordination, managing issues discovered during a release coordinating with the vendor and business owners, project teams engagement, overseeing configuration and release communications and Change Advisory Board engagement.

- Continually developing a strong understanding of the University's systems and business processes across multiple domains, in order to support forward planning, business-as-usual and business improvement activities
- Lead the Business Systems Analyst team by developing new approaches to meeting existing and emerging requirements through the development of solutions that address the needs of stakeholders. This includes configuration and testing of the student systems to conform to business requirements. Also, actively contributing to innovation and continuous improvement of practices and processes based on analysis and feedback.
- Adhere to compliance and quality assurance, in line with requirements under the University's risk management framework including OH&S

Selection Criteria:

Education/Qualifications

1. The appointee will have:
 - a. Undergraduate qualifications in a relevant discipline or an equivalent combination of relevant experience and education/training
 - b. Qualifications in IT, Business or other relevant discipline and/or equivalent mix of education
 - c. Significant relevant experience in a university environment
 - d. Desirable knowledge in Agile Methodologies
 - e. Desirable knowledge in Lean Six Sigma Methodology

Knowledge and skills

2. Demonstrate the University Services Values of University First by acting in the best interest of your employer; displaying Service Excellence by striving to deliver beyond expectations and taking ownership of the delivery; and value working collaboratively as One Team, connecting with people and building relationships in your workplace.
3. Establish strong verbal and communication skills; with proven ability to adapt to multiple stakeholders from varying contexts
4. Show evidence of adaptive and intent leadership approaches where customer focus is key and collaboration with various teams, high performing culture and continuous improvement are the core values.
5. Extensive, analytical experience with the ability to lead through a complex landscape
6. Proven experience in leading high performing team of business analyst/business systems analyst in a cross-functional and/or agile teams.
7. Demonstrate experience in release management and project management skills working across different delivery and operations teams
8. Evidence of self-driven, open, learning mindset with strong facilitation skills