MELBOURNE WATER POSITION DESCRIPTION

Agile Business Analyst
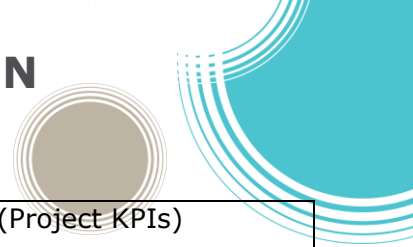
REPORTS TO:	DIRECT REPORTS AND TEAM SIZE:
BA Practice Lead, Agile Practice Manager/IT Project Manager	None

THIS ROLE EXISTS TO: (PURPOSE)

The role delivers Agile business, functional and system analysis services and deliverables to enable the successful delivery of continuous value IT projects together with the business.

The role also assists with hands on testing and change management activities and works closely with other roles in the Agile delivery team and business to lead the delivery of continuous value.

As the use of Agile within Melbourne Water is evolving, the role will also be required to support the Agile Practice Manager in the establishment and continuous improvement of an Agile capability and potentially DevOps within IT Program Delivery and the broader Melbourne Water.

The role also may also perform and assist the business with utilizing Lean Six Sigma for continuous process improvement.

KEY ACCOUNTABILITIES:

The key accountabilities of the role include:

Business Analysis

- Elicit and define requirements and functionality through Agile techniques and methods such as epics, user stories, tasks and acceptance criteria
- Ensures requirements and story cards that are clear, concise, comprehensible, and that can be turned into code and tested by the delivery team
- Perform ad-hoc analysis using a range of techniques to clarify and remove impediments to delivery and improve delivery speed
- Analyze and improve processes using techniques and methods such as Lean Six Sigma

Testing

- Provides functional expertise to testers for test cases and to developers for user story details
- Reviews test plans for each narrative to ensure test coverage
- Performing hands on testing tasks and activities as required working in conjunction with the Test Analyst

Business Change Management

- Performing Hands on Change Analysis and Change Management tasks and activities as required working in conjunction with the Change Manager, Product Owner and Business Representatives

KEY RESPONSIBILITIES	KPIs
Business Analysis - Elicit and define requirements and functionality using Agile techniques and methods within the Scrum Delivery teams such as epics, user stories, tasks and acceptance criteria - Continuously improve Agile Business Analysis	- 'Project Satisfaction' score on the MW IT Satisfaction Survey Results. - Overall Project Customer Satisfaction Scores (MW IT Satisfaction Survey Results) - Projects delivered on time and

• practices, tools and capabilities • Assist the business with utilizing Lean Six Sigma for continuous process improvement	• on budget (Project KPIs) • Evidence of continuous improvement in Business Analysis practices
Testing • Provides expertise to testers for test cases and to developers for user story details to ensure narrative test coverage • Performing hands on testing tasks and activities as required working in conjunction with the Test Analyst	• 'Project Satisfaction' score on the MW IT Satisfaction Survey Results. • Overall Project Customer Satisfaction Scores (MW IT Satisfaction Survey Results) • Projects delivered on time and on budget (Project KPIs)
Business Change Management • Performing hands on business change management tasks and activities as required working in conjunction with the Product Owner, Business Representatives and Change Manager	• 'Project Satisfaction' score on the MW IT Satisfaction Survey Results. • Overall Project Customer Satisfaction Scores (MW IT Satisfaction Survey Results) • Projects delivered on time and on budget (Project KPIs)
Leadership & Teamwork • Initiating extra activities and other interventions wherever gaps are identified or issues arise. • Role model MW leadership capabilities and constructive behaviors • Establish and support an open and honest working environment for employees fostering collaboration and teamwork • Demonstrated and proactive Health and Safety leadership and a personal commitment to Health and Safety procedures, polices and plans	• Elements of high-performing teams are clearly evident in individual and team behaviors • Zero days lost to injury

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Agile Business Analyst

SKILLS, KNOWLEDGE AND EXPERIENCE REQUIRED:

- Extensive experience (5+ years) in Business Analysis using various analysis tools and techniques on software development projects

- Extensive experience in Agile and Scrum delivery teams (3+ years) in the role of Agile Business Analyst

- Strong understanding and experience in Agile methodologies - including the definition of epics, stories, tasks and acceptance criteria

- Extensive experience in Business Analysis using various analysis tools and techniques

- Demonstrated expertise in process mapping and modelling

- Strong business and stakeholder engagement and management skills

- Highly collaborative team player

- Ability to work in an adaptive team structure

- Outstanding interpersonal and oral/written communication skills

- Creative problem solver with demonstrated analytical skills

- Well-developed facilitation, negotiation and conflict management skills

- Ability to broker and make trade-offs

- Highly proactive, with high level of ownership and follow through

- Ability to meet deadlines and work under pressure

- Strong ability to manage all types of relationships and stakeholders with a particular focus on customers and building relationships with contractors, and internal teams

- Demonstrated achievements in continuously improving Business Analysis functions, tools, processes and capabilities

- Ability to identify and remove impediments and improve the productivity and ability of the team to deliver the sprint goal

- Demonstrated experience in supporting and/or undertaking testing activities (desirable)

- Demonstrated experience in supporting and/or undertaking business change management activities (desirable)

- Experience as a Business Analyst within mobile app development, asset management, web and/or business process management platforms (desirable)

- Exposure and experience with structured Agile tools such as JIRA (desirable)

- Demonstrated success providing visible and effective Safety Leadership on projects (desirable)

KEY RELATIONSHIPS:

Job level:

Assessed by:

Date:

MELBOURNE WATER POSITION DESCRIPTION

Agile Business Analyst

All Melbourne Water employees are responsible for managing aspects of our customer/stakeholder relationships and service interactions, and will work proactively to deliver a consistent customer experience.

INTERNAL

- Agile Practice Manager
- Agile Delivery Team Members
- Platform and Product Owners
- IT Program Managers, Test Manager and Project Managers
- IT Enterprise and Solution Architects, System Managers and related internal and external IT Service Delivery team members
- Project Stakeholders across the business.

EXTERNAL

- IT system integrators, suppliers and vendors
- Consultants, auditors, and industry peers

SALARY RANGE:

- Melbourne Water reserves the right to remunerate people according to their ability to perform the functions of the role based on their qualifications, skills and experience.

OTHER COMMENTS:

This role requires the following:

- Tertiary qualification in technology
- Business Analysis certification or qualification (e.g. BABOK) (desirable)
- Agile certification (desirable)
- Lean Six Sigma Certification (desirable)
- Victorian Driver's License
- Criminal Records Check

Location: predominantly Docklands, but ad-hoc travel may be required to other MW and supplier locations.

Job level:

Assessed by:

Date: