Position Description Template

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Requirements Business Analyst

Position detail

Reports to	Lead - Technology Project Delivery
Classification	Business Analyst ASA06
Group	COO, Project Delivery
Location	Brisbane, Melbourne, Canberra, or Sydney

Organisational environment

Airservices is a government-owned organisation providing safe, secure, efficient, and environmentally responsible services to the aviation industry.

Each year we manage over four million aircraft movements carrying more than 156 million passengers and provide air navigation services across 11 per cent of the world's airspace.

Airservices has two major operating centres in Melbourne and Brisbane and a corporate office in Canberra. We operate 29 air traffic towers at international and regional airports and provide aviation rescue firefighting services at 26 Australian airports.

We are committed to continuing to improve our business by providing our customers with services they value and embedding new ways of working and technology investments to further innovate and optimise.

Primary purpose of position

Technology Project Delivery is seeking to achieve outcomes to progress Airservices towards its strategic agenda, through the delivery of initiatives such as airport collaboration decision making, and establishing capabilities such as a digital twin, digital services platform, cyber security, and IT service management.

As a **Business Analyst** in the Cyber Security Program, you will provide comprehensive and meaningful information, analysis and reporting that assists Airservices Australia in achieving its strategic, financial, operational, and commercial objectives. The business analyst understands business problems and opportunities in the context of the requirements and recommends solutions that enable the organisation to achieve its goals.

Please note this is a Fixed-Term opportunity for the duration of 24 months (2 years) with possibility of extension depending on project or business needs and/or requirements. We value flexibility, with this role located in Brisbane, Sydney, Melbourne, or Canberra.

Accountabilities and responsibilities

Position Specific

In this position, you will gather, analyse, document, and communicate requirements to assist with the delivery of strategic projects. While undertaking these functions you will have an emphasis on quality of information, analysis and communicating business needs and requirements.

You will work with the project team, project stakeholders and business and vendor representatives to capture as-is and to-be business process as well as business and functional requirements. You will be required to validate and obtain

approval for these artefacts with appropriate authorities and communicate them with various areas of the business and vendors, generating support for project outcomes. Requirements and processes will need to be traceable to the changes required to achieve the benefits and value being proposed through project changes.

People

- Ability to foster close working relationships within the business to facilitate delivery of projects.
- Experience in working within a large Program environment and ability to manage multiple stakeholders and negotiating common goals.
- Strong communication and presentation skills, including ability to prepare MS PowerPoint presentations.
- Experience in facilitation, running workshops and scoping projects and initiatives.
- Demonstrated sound judgement, business acumen and decision making, with a focus on results in a service delivery environment.
- Demonstrated high level of stakeholder management and interpersonal skills, including negotiation and conflict management skills.

Compliance, Systems and Reporting

- Align business analysis activities to industry practice and Airservices processes.
- Internal communication guidelines and standards for reporting.
- Adhere to Airservices technology management framework and procedures where applicable.
- Adhere to Airservices security and information management policies and guidelines where applicable.

Safety

- Demonstrate safety behaviours consistent with enterprise strategies.

Key performance indicators

Efficient, Effective and Accountable

- Effective business analysis, including business and functional requirement definition and traceability, to facilitate the delivery of this work.
- Application of a structured business analysis, process mapping and reporting methodology to support change initiatives.
- Effective documentation and presentation of business analysis outcomes and artefacts.
- Effective data management and capture techniques in compliance with Airservices standards and reporting tools/software.
- Maintain a strong stakeholder focus by coordinating and conducting required workshop and elicitation sessions (including) attending meetings as required.

Safety

- Compliance with safety, risk, environmental and any other standards
- Traceability and validation of Safety requirements and how they are met.

Key relationships

- Program Manager – Provide timely and detailed updates on progress of project or program conflicting priorities, issues and risks.
- Project Manager - Provide timely and detailed updates on progress of project priorities, issues and risks.
- Project Delivery - Contribute towards project management improvement initiatives and engagement of Project resources.

- Schedulers – Contribute to the development and refinement of the project schedule.
- Internal stakeholders and resources – Information sharing with stakeholders and coordination of project assigned resources during the various phases of the project.
- External vendors and stakeholders – Procurement and contract management activities for the purpose of acquiring goods and services for the delivery of projects.

Skills, competencies, and qualifications

Required

- Minimum 5 years' experience working in business and/or technical analysis in a Portfolio or Program Management Office or large transformation program, across agile and waterfall methodology.
- Experienced in documenting requirements from user to functional/nonfunctional level.
- Experienced in preparing statement of work for commercial purposes (procurement and contract)
- Strong written and verbal communication skills, with a proven ability to communicate with both ICT and business senior executives, internal and external stakeholders and to escalate issues appropriately.
- Demonstrated interpersonal, consultative, organisational and facilitation skills.
- Demonstrated analytical thinking and problem solving.
- Proficient working with Microsoft Office Suite

Desirable

- Experience with frameworks such as Six Sigma, Lean Management, PMBOK, PRINCE2, P3M3, Prosci, ITIL and BABOK
- The capacity and ability to negotiate or communicate on behalf of the program with project teams, Airservices Executive or other key stakeholders.
- Experience in Information Security Management (ISM) and the Essential Eight cybersecurity strategies
- Experience implementing the ACSC Essential 8 mitigation strategies.
- Relevant certifications such as Certified Information Systems Security Professional (CISSP), Certified Information Security Manager (CISM) or Certified Business Analysis Professional (CBAP) would be highly regarded.

Performance standards and behaviours

As a member of Airservices, you will consistently demonstrate performance standards and behaviours that meet our Code of Conduct. This includes:

- Treating everyone with dignity, respect, and courtesy
- Acting with honesty and integrity
- Acting ethically and with care and diligence
- Complying with all Airservices' policies and procedures, and applicable Australian laws
- Disclosing and taking reasonable steps to avoid any actual, potential, or perceived conflict of interest.
- Behaving in a way that upholds our vision, mission, and values, and promotes the good reputation of Airservices.