



# Position Description

## Business Analyst

Project Management Office

Division of Information Technology

Classification	Level 7
Delegation band	<a href="#">Delegations and Authorisations Policy (see Section 3)</a>
Special conditions	N/A
Workplace agreement	<a href="#">Charles Sturt University Enterprise Agreement</a>
Date last reviewed	07 February 2022



# About Charles Sturt University

## Purpose

The Wiradjuri phrase *yindyamarra winhanganha* means the wisdom of respectfully knowing how to live well in a world worth living in. This phrase represents who we are at Charles Sturt University – our ethos. It comes from traditional Indigenous Australian knowledge, but it also speaks to the vision of the university – to develop and spread wisdom to make the world a better place.

## Vision

Charles Sturt University is set to undergo a decade of great reform that will see the university characterised by these key elements:

- An uncompromising drive towards excellence in every aspect of its operations
- A far-reaching strategic re-positioning of teaching, learning, research, and innovation
- A cementing of our position as Australia's pre-eminent rural and regional university

The overarching aim is to consolidate our institution so that it is demonstrably more resilient and sustainable by the end of the decade.

## Goals

To deliver on our Purpose and Vision, the university has three key goals:

1. Maintain the university's position in the top five Australian universities for graduate outcomes based on employment and salary
2. Embed a culture of excellence across all aspects of the university's operations
3. Exponential growth in research, development, and innovation income in our chosen areas, delivering high impact outcomes for regional Australia

## Our values

Charles Sturt has a proud history and is fortunate to have an outstanding group of diverse, passionate, and engaged people working with us. Our values of insightful, inclusive, impactful, and inspiring guide our behaviours and ways of working to help us achieve our ethos of creating a world worth living in.

## Performance measures

In addition to the principal responsibilities all staff are required to contribute to the success of the university strategy including meeting the eight key university key performance indicators:

<b>Our Students</b>	Commencing Progress Rate Student Experience
<b>Our Research</b>	Research Income Research Quality and Impact
<b>Our People</b>	All Injury Frequency Rate Engagement
<b>Our Social Responsibility</b>	Underlying Operating Result Community and Partner Sentiment



## Division of Information Technology

### Project Management Office

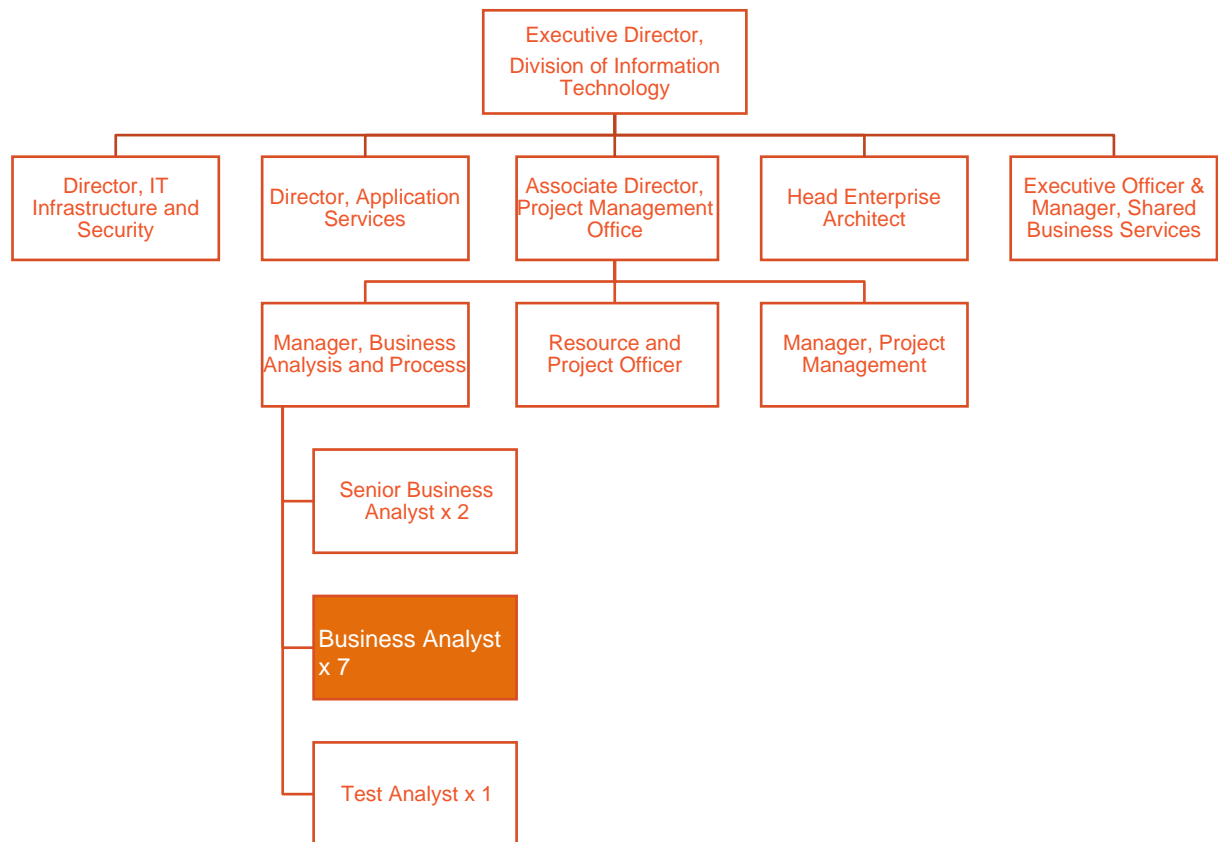
The Division of Information Technology (DIT) is responsible and accountable for the strategic management, development and support of information technology (IT) across the University, and the provision of related services to all staff and students of Charles Sturt University. Areas of responsibility include:

- The CSU website and online environment for students and staff
- Desktop computer supply & maintenance, mobile devices and Staff email
- Access & Logins, Help & Support Desk
- Application and Integration services
- Network and Internet services
- Enterprise Architecture services, strategic engagement and advice
- Computing facilities including; Learning Commons and Library and Labs
- Corporate software and support
- Communication services, including telephones, voicemail and video conference facilities
- Audio visual services and teaching space technology
- Staff IT training, inductions and IT orientation

The Division of Information Technology is committed to a strong service culture. It focuses on delivering 'fit for purpose' quality services to the University community. DIT is responsible for the execution of the Technology Improvements Plan (TGIC) and works in partnership with organisational units and external providers in the delivery of projects. The programs and projects are prioritised by the senior executives in alignment with University Strategy, strategic objectives and business value. DIT also supports the project management activities, provides budget, expenditure, schedule, contract and resource information.



## Organisational chart



## Reporting relationship

**This position reports to:** Manager, Business Analysis and Process

**This position supervises:** Nil

## Key working relationships

- Project Stakeholders
- Project Managers
- Developers
- Testers



## Position overview

The successful Business Analyst will support engagement between the business and solution-focused technology teams, specifically the Business Community of the University at large and the Division of Information Technology.

The candidate will show high-quality experience in requirements elicitation, documentation and analysis across complex projects and programs, dealing with multiple stakeholders across the project lifecycle – Enterprise Architects, Project Managers, Testers, Developers, and other University representatives. All requirements must be accurately captured and translated into solutions that deliver the identified business benefit.

In this role as a Business Analyst, you will work within a project team supporting a Project Manager. Key project responsibilities include stakeholder engagement to understand, capture, document and communicate business requirements in a manner that is suitable to meet project and stakeholder needs. The Business Analyst could also provide support to the University in pre-project activities such as the preparation of initiative proposals and business cases.

## Principal responsibilities

- Analyse, model, and document business processes and problems.
- Define functional and non-functional requirements in a manner appropriate to the given project and audience.
- Support the development of initiative proposals and business cases.
- Contribute to the assessment of solutions and financial implications.
- Support effective business change management through the planning and implementation of communication, training, and user acceptance testing.
- Communicate and liaise with colleagues and business stakeholders as appropriate to facilitate effective project delivery, and to aid the management and escalation of business issues.
- Participate in internal and external coaching as required.
- Maintain familiarity with current good practice concepts, methods, and paradigms in business analysis.
- Contribute to the wider business analyst team, contributing to our shared improvement ethos.
- Engage with stakeholders at various levels of the organisation.
- Other duties appropriate to the classification as required.



## Role-specific capabilities

<b>Live our values</b>	Uphold the Charles Sturt University values daily in our own behaviours and interactions with others.
<b>Adapt to change</b>	Explore the reasons for change and be willing to accept new ideas and initiatives.
<b>Listen closely</b>	Dig deep to understand others, using self-insight to build team spirit and recognise efforts.
<b>Analyse</b>	Analyse information, probe for clarity, produce solutions, make judgements, think systemically.
<b>Learn and research</b>	Learn rapidly, gather information, understand rapidly, manage knowledge, foster organisational learning
<b>Plan and organise</b>	Set objectives, plan, establish contingencies, manage time, resources and people, monitor progress.

## 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 university vehicle distances up to 500km 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, and demonstrated ability to undertake, complex business analysis.
- C. Demonstrated understanding of the project life cycle.
- D. Evidence of highly developed verbal and written communication skills.
- E. Demonstrated skills and experience in business process modelling.

### Desirable

- F. Experience in Enterprise Resourcing Planning (ERP) implementation.



