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POSITION DESCRIPTION

Business Analyst

Position Level	8
Faculty/Division	Operations
Position Number	ADMIN ONLY
Original document creation	September 2020

Position Summary

The role of Business Analyst reports to the Sub Domain Technology team (Lead Business Analyst) and will liaise heavily with the Project Manager/Scrum Master for daily work allocation.

The Business Analyst has no direct reports.

Accountabilities

Specific accountabilities for this role include:

- Provide leadership, guidance, advice and business analysis quality assurance to the team assigned to the project which the Business Analyst has a role.
- During project initiation, recommend an appropriate business analysis approach, toolsets and deliverables to be adapted by the system/project owner(s).
- Gather, evaluate and document business requirements for one or more systems or process areas.
- Investigate, analyse and document business processes and the underlying business model for a system or process area and identify areas of process improvement.
- For project engagements, develop the functional designs and specifications for particular processes or services.
- Proactively identify and document possible software improvement areas using a gap analysis methodology.
- Identifying issues, risks and benefits of existing and proposed solutions and outlining business impacts and estimate cost and business savings.
- Research 3rd party software solutions and perform in-depth analyses to assess their suitability to meet UNSW business requirements.

- When required, act as a Scrum Master or Project Manager on specific engagements, typically on very small 2-4 person teams, where the BA is taking a lead role. In this capacity, team facilitation, planning and reporting may fall to the BA.
- Build and execute product functional test plans prior to release to end-users.
- Develop operational and user guides and develop and deliver end-user training.
- Provide functional level 2 support to system and process owners on business processes, implement functionality, and business system capabilities.
- When required, contribute to the definition of a significant issue or business need; and, on project assignments, assist a Project Manager with the planning of business analysis services.
- Align with and actively demonstrate the [UNSW Values in Action: Our Behaviours](#) and the [UNSW Code of Conduct](#).
- Cooperate with all health and safety policies and procedures of the university and take all reasonable care to ensure that your actions or omissions do not impact on the health and safety of yourself or others.

Skills and Experience

- Relevant tertiary qualifications and/or equivalent level of knowledge gained through a combination of education, training and/or experience in a similar role.
- A minimum 3 years professional experience in business systems analysis or equivalent business experience, including well-developed business and needs analysis skills.
- Knowledge and understanding of project management methods, tools and the software development lifecycle (SDLC)
- Demonstrated experience in agile ways of working and the ability to drive adoption within team.
- Knowledge and competency in the use of professional business analysis techniques and methods (e.g. Use Case Analysis, UML).
- Well-developed skills in the use of standard office toolsets including word processors, spreadsheets, drawing/diagramming tools (e.g. Visio), presentation tools (e.g. PowerPoint) and project management tools (e.g. MS Project).
- Previous experience working in an ERP application development environment (either PeopleSoft, Oracle, SAP or similar) and/or a web services environment.
- Demonstrated commitment to success in providing effective solutions to business needs.
- Excellent oral and written communication and interpersonal skills.
- Demonstrated ability to build and maintain strong customer relationships with a diverse range of stakeholders.
- Proven ability to show initiative with strong analytical and problem-solving skills with the ability to work autonomously and as part of a collaborative and multifaceted team.
- An understanding of and commitment to UNSW's aims, objectives and values in action, together with relevant policies and guidelines.
- Knowledge of health and safety responsibilities and commitment to attending relevant health and safety training

About this document

This Position Description outlines the objectives, desired outcomes, key responsibilities, accountabilities, required skills, experience and desired behaviours required to successfully perform the role.

This template is not intended to limit the scope or accountabilities of the position. Characteristics of the position may be altered in accordance with the changing requirements of the role.