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| **Position Description** |

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| **Business Systems Analyst** | |
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| **Position No:** | New |
| **Business Unit:** | OCOO |
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| **Division:** | Information Services |
| **Department:**  **Classification Level:** | Technology Platforms and Development  HEO8 |
| **Employment Type:** | Fixed-Term |
| **Campus Location:** | Bundoora |
| **Other Benefits:** | <http://www.latrobe.edu.au/jobs/working/benefits> |

Further information about:

La Trobe University - <http://www.latrobe.edu.au/about>

**Position Context/Purpose**

As trusted digital thought leaders we connect and enable the University Community to advance learning, teaching and research"

The Information Services department is responsible for the implementation, development and maintenance of Information Services and Systems such as Enterprise Resource Planning, Business Intelligence, Student Management, Content Management Systems, Customer Relationship Management and Marketing technologies. The department works closely with the Office of the CTO and Projects and Business Transformation department to further advance the services provided and, with IS Enterprise Services, to ensure that capacity and service availability meet business needs.

The department develops and maintains the overall program plan of change activities across the portfolio, including proactive engagement to identify business opportunities through the utilisation of both current and emerging technologies.

Each Application Services team is accountable for managing and coordinating defect resolution, enhancements and significant changes for their designated suite of business services and applications. They will collaborate with key stakeholder groups, and delivery partners, to implement system fixes or enhancements that fully address client needs, continually improving and enhancing the capabilities and effectiveness of La Trobe's systems and processes.

**Duties at this level will include:**

* Demonstrated experience undertaking business, systems and testing activities in ITSM, CSM, ITBM, ITOM CMDB, SAM, HAM, PPM, ATF, Orchestration and automation workflows using ServiceNow.
* Facilitate meetings and workshops with business and technical stakeholders to capture business requirements and desired process outcomes. Contribute to the development of training and communication material
* Lead business engagement and analysis activities with a view to standardise processes and increase efficiencies
* Develop ideas, analysis and provide input into ServiceNow solutions to support project decisions and deliverables
* Develop functional specifications and design documents to ensure the satisfaction of requirements through traceability
* Document as-is and to-be processes using diagramming applications
* Review operational processes and identify waste, cost improvements, and efficiencies
* Contribute to the development of test plans, test cases, and test scripts, and where necessary, participate in user acceptance testing
* Develop test strategies and manage testing priorities across various test levels that including both functional (SIT/UAT/ Sprint testing) and non-functional testing (Performance).
* Experienced in through understanding of Test automation Frameworks as well as Performance Testing across projects.
* Experience in understanding of Test Automation tools, techniques and methodologies needed to enhance productivity and quality.
* Experience across ongoing configuration changes for notifications, forms, user records, list views & catalogue items, user administraton and secuirity best practices in ServiceNow
* Hands-on experience in Incident, Problem, Change, Knowledge Management, Service Level Management, Service Catalog, Release Management, Asset Management, CMDB, Event Management, Orchestration, Active Directory integration, B2B Integration, BOT integration, ERP integration and Virtual Agent.

**Skills and knowledge required for the position**

* Demonstrated ability to work with stakeholders of varying capabilities
* High-level written and verbal communication skills with the ability to adapt communication styles to stakeholders and deliver complex information in a simple and easily digestible format
* Extensive functional and technical knowledge of ServiceNow platform as well as experience delivering large-scale ServiceNow implementations.
* Thorough understanding of business systems frameworks and methodologies
* Thorough understanding of testing frameworks and methodologies

**Capabilities required to be successful in the position**

* Knowledge of own strengths, weaknesses and biases – modifying behaviour, based on self-reflection and feedback, to respond to others with empathy and act on feedback to improve knowledge, skills and behaviour.
* Ability to work collaboratively, demonstrate inclusivity and tailor communication in a way that is meaningful to the audience – consistently modelling accountability, connectedness, innovation and care.
* Demonstrated creative and critical thinking, ability to generate ideas to solve local problems and recommend improvements to current work practices.
* Ability to make sense of data to inform decision making – implementing ideas to improve local practices.

**Essential Compliance Requirements**

To hold this La Trobe University position the occupant must:

* hold, or be willing to undertake and pass, a Victorian Working With Children Check; AND
* take personal accountability to comply with all University policies, procedures and legislative or regulatory obligations; including but not limited to TEQSA and the Higher Education Threshold Standards.
* ServiceNow Certification

**Other Information**

The position description is indicative of the initial expectation of the role and subject to changes to University goals and priorities, activities or focus of the job.

**Position Flexibility**

La Trobe University is committed to providing a diverse, inclusive and respectful working environment for all staff. We offer flexible work arrangements that can assist you in balancing your work and other responsibilities.

**Why La Trobe:**

* Develop your career at an innovative, global university where you’ll collaborate with community and industry to create impact.
* Enjoy working on our inspiring and stunning campuses – the perfect hub for industry, students and academics
* Help transform the lives of students, partners and communities now and in the future

This is more than just a job. Working at La Trobe offers opportunities to demonstrate excellence and transform lives.

Here, you’ll join exceptional people, partners and communities, who power our operations with ambition and purpose.

We are forward-looking and culturally inclusive. We continuously review, improve and transform our processes to embrace new, flexible approaches. That means you’ll always have the opportunity to succeed and make a difference.

**La Trobe’s Cultural Qualities:**

Text, letter

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For Human Resource Use Only

Initials: Date: