

Details

Area	Deputy Vice-Chancellor Academic
Team	Student Information Services and Systems / Student Services
Location	Flexible
Classification	HEW level 7
Manager Title	Manager, Student Management Systems Improvements

Deakin

Deakin is a Victorian university with a global impact. We are agile and innovative, and committed to making a positive impact through our excellence in education and research and the contributions we make to the wider community.

Our reputation has been built on the dedication and expertise of our staff. We offer a dynamic, diverse and inclusive working environment with opportunities to grow and develop careers. We believe that a progressive, thriving culture will ensure people choose to come, and stay at Deakin and contribute to our ongoing success.

As one of Australia's largest universities, Deakin has strong global linkages, world-class research and an education portfolio that blends the best of campus and digital delivery into a highly supportive and personalised student experience.

We offer outstanding education founded on the experience we create for our learners and guided by graduate outcomes for successful lives and careers. We undertake globally significant discovery research that benefits our communities through the innovative translation of our ideas into new services, products, policies and capabilities.

Deakin campuses sit on Wadawurrung, Wurundjeri, and Eastern Maar Countries, and the University acknowledges, values and deeply respects its connection with the Traditional Custodians and Elders past and present of these lands and waterways. Deakin is the most popular university destination in Victoria for Aboriginal and Torres Strait Islander students and has a rich history of supporting the ambitions of First Nations students, including through the NIKERI Institute (formerly the Institute of Koorie Education).

Deakin aspires to be Australia's most progressive university, with the principles of diversity, equity and inclusion underpinning our approach to education, research, employability, digital delivery, innovation, and partnerships for impact. Our vision is for an inclusive environment where we value and celebrate diversity, embrace difference and nurture a connected, safe and respectful community. We want Deakin to be a place where all staff and students feel included and respected for their unique perspectives and talents.

[Strategic Plans – Deakin 2030: Ideas to Impact](#)

[Benefits of working at Deakin](#)

Overview

The Business Analyst investigates operational requirements, problems, and opportunities, seeking effective business solutions through improvements in automated and non-automated components of new or changed processes. Assists in the analysis of stakeholder objectives, and the underlying issues arising from investigations into business requirements and problems and identifies solutions for consideration. Works with stakeholders to identify potential benefits of available options for consideration and defines acceptance tests. Contributes to the selection of the business analysis methods, tools and techniques for projects, selecting appropriately from predictive (plan-driven) approaches or adaptive (iterative/agile) approaches.

Reporting to the Senior Coordinator Business Analysts the Business Analyst will,

- Identify and lead business analysis techniques to identify business needs and change opportunities, gather, document and analyse requirements and implement solutions, evaluate effectiveness and adjust actions as required
- Ensure the effective implementation of all Student Management System related projects ensuring they are in line with the business requirements of the wider University community.
- Consult a diverse range of stakeholders to clarify who requires information, the purpose for which it is required, criteria for success and where and when advice and recommendations are required
- Deliver effective and efficient communications, using examples and the most appropriate influencing technique for a given situation to increase understanding, support and adoption
- Collaborate closely with a range of University staff and Vendor of the Student Management System
- Engage in process improvement activities and adopt new ideas to embed and increase adoption of change
- Provide advice to users of the Student Management System, develop and implement practical, accessible solutions based on stakeholder and user needs.

Accountabilities

- Distil the core issues from complex information and draw accurate conclusions and present logical arguments that address the core issues. Condense complex information and next steps into simple concise terms that others can understand.
- Draw on a diverse range of people, groups and resources to identify new ways of doing things and use knowledge of innovation principles to analyse current processes and practices.
- Establish and demonstrate a high level of learning, energy and commitment and welcome feedback from others and use this feedback to improve learning.
- Prioritise work and critical activities, evaluate progress, identify relevant solutions and select the most appropriate from the range of alternatives. Challenge existing processes by formulating creative and inclusive alternative solutions and benefits.
- Identify situations in which change is needed and understand and communicate the reasons for the change. Implement change through appropriate channels and overcome obstacles to change.
- Give balanced, constructive feedback that takes in to account individual capability and supports team performance. Ensure team members responsible for implementing work priorities have role clarity, the authority to act and feel empowered and supported to act. Implement strategies to promote positive emotional wellbeing across the team.
- Actively seek feedback from customers regarding their satisfaction with products or services received. Respond to feedback with openness and transparency and seek to identify ways to better service the customer.
- Build new relationships with key and influential individuals both within and outside the University.

Selection

- A Degree with substantial subsequent relevant experience; or
- Extensive experience and management expertise in technical or administrative fields; or
- An equivalent combination of relevant experience and/or education/training.
- Experience working within a large scale and complex organisation
- Experience as a business analyst working in an IT development environment
- Experience gathering, documenting and managing user requirements
- Knowledge of systems, process and business improvement capabilities
- Experience designing effective solutions to complex business and technical problems

Capabilities

- **Communicates** engages others through persuasive and influential communication.
- **Collaborates** cultivates collaboration across Deakin, strives for shared outcomes, builds partnerships.
- **Delivers Outcomes** creates clarity through governance, makes decisions that result in quality outcomes.
- **Innovates** creates an environment where creativity and innovation are valued.
- **Improves Work** proactively improves the efficiency and quality of processes and systems.
- **Navigates Complexity** makes sense of complex issues and responds insightfully.

Special Requirements

- This position requires the incumbent to hold a current Working with Children Check

Note The intention of the position description is to provide an outline of scope and responsibilities, at a point in time. Please note, responsibilities may evolve in accordance with organisational needs.