Details

Area	University Services
Team	Business Strategy and Intelligence
Employment	Continuing, Full-Time
Location	Flexible, all campuses
Classification	HEW level 8
Reports to	Director, Business Intelligence Systems and Services

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 Senior Business Analyst, part of the Business Strategy and Intelligence team, aims for to leverage Deakin's data assets to their fullest potential. The role requires proactive problem-solving with a technical understanding of data analytics and data warehousing, ability to elicit business needs and business processes and design high level solutions.

Reporting to the Director of Business Intelligence Systems and Services, the Senior Business Analyst will work collaboratively with stakeholders at all levels to elicit and manage requirements, conduct discovery and deliver analysis and design using appropriate business analysis methods, tools and techniques.

· Propose and design technical solutions to address business problems, including data models, transformations, workflows, system integrations, business processes and collaborate with developers and engineers to implement these solutions.
· Evaluate and baseline current state processes and performance to seek trends and analyse issues from diverse perspectives
· Utilise 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.
· Consult a diverse range of stakeholders to define process and performance problems and negotiate inclusive and accessible solutions that contribute to the strategic goals of the University
· Engage in process improvement activities and adopt new ideas that increase value and efficiency of functions and services and actively encourage and coach others to question traditional assumptions, promote ideas and review practices and policies.
· Create and maintain detailed documentation for business requirements, processes, high level design and data flows.
· Lead improvements in the business analysis practice

Accountabilities

· Propose and design technical solutions and monitor progress and risks in alignment with university strategies

· Collaborate with business users to gather and translate business needs into technical requirements and improve the broader team's ability to deliver key strategic initiatives.

· Promote teamwork and collaboration between the business and technical developers and offer coaching to enable team members to deliver high quality solutions.

· Use understanding of the customer context to anticipate needs, tailor services, improve service offering and ensure a high-quality outcome by addressing customer feedback and setting service standards.

· Actively encourage and coach others to question traditional assumptions, promotes ideas and review practices and policies and translate into workplace improvements.

· Analyse problems, weigh up a range of options to identify accessible and inclusive solutions and translate complex issues into clear and understandable goals and targets for Deakin.

· Proactively create, establish and retain professional networks, mutually beneficial relationships and considers practical application and alignment within Deakin.

· Address and resolve technical issues and challenges promptly

· Develop strategies to mitigate risks associated with data and system changes

Selection

· Postgraduate qualifications or progress towards postgraduate qualifications and extensive relevant experience; or

· An equivalent combination of relevant experience and/or education/training (Business Analysis)

· Experience drafting reports, briefings and other documents

· Experience facilitating workshops and gathering, documenting and managing user requirements

· Experience leading business analysis work on data, analytics and technology projects

· Knowledge of systems, process and business improvement capabilities

· Desirable: An understanding of university business practices

· Knowledge of data technology stacks/platforms, such as:
  o SQL, Python, R, or SAS
  o data visualization tools such as Tableau (preferred), Power BI, or QlikView.
  o on-prem or Cloud data warehousing and ETL/ELT platforms and processes (Snowflake and Azure preferred)
  o big data technologies such as Hadoop, Spark, or Kafka
  o creating and managing data models, understanding of data architecture

Capabilities

- **Innovates** creates an environment where creativity and innovation are valued.
- **Plans work** plans the delivery of work while balancing priorities and resources.
- **Improves Work** proactively improves the efficiency and quality of processes and systems.
- **Communicates** engages others through persuasive and influential communication.
- **Strategic Analysis** uses cross-disciplinary knowledge, intelligence and insights to inform future direction.
- **Navigates Complexity** makes sense of complex issues and responds insightfully.
- **Curiosity and Initiative:** A proactive mindset with a keen interest in learning new technologies and methodologies.
- **Attention to Detail:** High level of accuracy and attention to detail in data analysis and reporting.
- **Ethical Judgment:** Strong understanding of data privacy and ethical considerations in data handling and analysis.

Special Requirements

- Working with Children Check (refer to Recruitment Procedure)

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.