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| **Position Description** |

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| **Business Analyst - Professional Services** |
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| **Position No:** |  |
| **Department/Team:** | Professional Services |
| **School/Division:** | Information Services |
| **Campus/Location:** | Bundoora |
| **Classification:** | HEO8 |
| **Employment Type:** | Continuing |
| **Position Supervisor:** **Supervisor Position Number:** | Program Manager |
| **Other Benefits:** | <http://www.latrobe.edu.au/jobs/working/benefits>  |

Further information about:

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

**For enquiries only contact:**

Name: TEL: Email:

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| **Position Description** |

**Business Analyst - Professional Services**

**Position Context:**

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

With the University Community at the centre of everything we do, Information Services (IS) is focused on creating and sustaining an innovative information technology culture as one dynamic team. IS consistently engages with our customers delivering value through service performance, continuous improvement and transformational project based outcomes. The La Trobe Cultural Qualities of being innovative, accountable, connected and caring are fundamental to engaging and empowering our people.

The Professional Services department within Information Services is responsible for all IS based business services delivering outcomes to the Office of the Vice Chancellor and Administrative Services of the University, this includes Office of VC, Office of VP Strategy and Development, the Office of the CFOO, inclusive Community Engagement, Marketing, HR, Planning and Governance, Finance, I&O and Student Services & Administration.

The 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.

The Program Management Team manages a group of related projects and enhancement initiatives (including their interdependencies) in a coordinated manner to obtain benefits not available from managing them individually.

The team works with the business to develop change programs and projects in the assigned area, leading to the delivery of sound business cases, and ensures all the approved projects and enhancement initiatives are being successfully managed to completion.

The scope of the program for this role is all business opportunities, projects and system releases being lead by the Professional Services function and also managing the regular testing of business continuity processes - engaging with the wider IS Division and relevant business groups.

Duties and level of responsibility include, but are not limited to:

* Analyse strategic business needs and issues, recommending business priorities, and advising on options, risks, and costs versus benefits. This would include (but not limited to) mapping business process, identifying business process efficient opportunities and process improvement of current existing practices.
* Accurately assess gaps, research solution options and lead solution design.
* Develop business requirements, user stories, acceptance criteria, business functional specifications, project plans, solution designs and other relevant documentation.
* Coordinate stakeholder consultation across the University to establish business requirements and ensure the acceptance and delivery of new business processes.
* Manage the production of documentation to provide support for system users across the University to assist with user readiness and implementation.
* Contribute to operational project and enhancement initiative communications and change management activities to ensure operational readiness to transition to new processes.
* Provide expert knowledge transfer to business system owners, IS or other users through the provision of consultation, workshops and training as required.
* Become a champion for changes to business and technology and the support of new optimised business solutions.
* Participate in analysis, design, testing, deployment and post implementation phases of operational projects and enhancement initiatives.
* Assist in the development and improvement of existing and new business analyst processes across the IS division (including active participation and contrbution to the community of practice).
* Assess current state, analyse stakeholders’ needs, scope the problem and develop business case to address the requirements of the stakeholders within a specified scope
* Uncovering and capturing requirements as stories into a master story list and build narratives and acceptance criteria for the highest priority stories in upcoming iterations/sprints
* Validate the acceptance tests and progressively sign-off completed stories with user.
* Supporting a culture of empowerment and achievement, inspiring others to learn, develop, unlock their potential and succeed.
* Role modelling the La Trobe values and Cultural Qualities, holding themselves and others accountable for demonstrating targeted behaviours.
* Actively contributing to shaping the team within the context of the division and in alignment with La Trobe strategies.
* Improving own professional capability and expertise through appropriate development and/or professional activities in alignment with La Trobe's Career Success framework.
* Understanding the whole of University context and supporting the CIO and IS leadership in executing assigned initiatives.
* Responding flexibly to changing circumstances, assists leaders with the creation of a flexible environment that supports and enables others to meet changing demands.
* Offers support to the team in times of high pressure, seeks assistance as required.
* Encouraging the celebration of success and engaging in activities to maintain morale.
* Making personal short term commitments without authorisation from higher levels, takes into consideration personal accountabilities and workload.
* Ensuring that divisional processes, practices and standards are adhered to.
* Instituting personal reflection and evaluation practices to drive a continuous model of improvement.
* Interacting with all stakeholders including managers, peers, team members and colleagues as customers, as defined within the University Customer Service Charter.
* Undertake other general duties as required, that are commensurate with the level of the role.

**Key Selection Criteria:**

* Experience in a senior business process improvement or business change implementation role in a complex and large scale environment.
* Demonstrated ability to identify and assess business requirements and undertake the analysis needed to design complete and effective solutions based on business needs.
* Advanced knowledge of and experience in the disciplines, principles and methodologies associated with the end to end software development lifecycle (SDLC) with particular emphasis on business analysis and change management initiatives, but also business change and transformation.
* A degree with substantial extension of the theories and principles, learned through relevant work experience; or a range of specialist experience; or postgraduate qualifications, or progress towards postgraduate qualifications with extensive relevant work experience; or an equivalent alternate combination of relevant knowledge, training and/or experience.
* Proven ability to apply theoretical knowledge or management expertise to bring together diverse and sometimes conflicting information to solve complex problems, that may affect one or many areas of the organisation.
* Ability to develop innovative methodologies or take a leading role in the application of proven techniques involving considerable theoretical and technical sophistication.
* Has the ability to be reflective, be innovative and able to deliver continuous improvement with a demonstrated high level of self-motivation and personal management skills.
* Demonstrated ability to establish and maintain positive working relationships with internal and external stakeholders (including vendors) and communicate effectively on a range of sensitive and complex issues, including the ability to negotiate, motivate, influence and build relationships.

**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.

**La Trobe Cultural Qualities:**

Our cultural qualities underpin everything we do. As we work towards realising the strategic goals of the University we strive to work in a way which is aligned to our four cultural qualities:

* We are***Connected****:* We connect to the world outside — the students and communities we serve, both locally and globally.
* *We are* ***Innovative****:* We tackle the big issues of our time to transform the lives of our students and society.
* *We are* ***Accountable:*** We strive for excellence in everything we do. We hold each other and ourselves to account, and work to the highest standard.
* *We* ***Care:*** We care about what we do and why we do it. We believe in the power of education and research to transform lives and global society. We care about being the difference in the lives of our students and communities.

For Human Resource Use Only

Initials: Date: