

**BUSINESS ANALYST
POSITION DESCRIPTION**

Position Title:	Business Analyst	Position Number:	Faculty/Division: Services & Resources
Classification:	HE07	No. Direct Reports & Highest Classified Position: N/A	School/Branch: Technology Services
FTE: 1	Reports to: Manager, Business Analysis	Fixed <input checked="" type="checkbox"/> Continuing <input type="checkbox"/>	Discipline/Unit: Project Management Office
Position Summary:	<p>The Technology Services branch is a part of the University's Division of Services and Resources, which provides enabling services and resource capabilities to support the University's teaching and research objectives and activities. Technology Services is service oriented and customer focussed, providing services and support to the University of Adelaide community of over 25,000 students and 3500 staff members. Technology Services has four major teams including Application Services, Client Services, Infrastructure Services, and a Project Management Office.</p> <p>The Project Management Office (PMO) team within Technology Services Branch is responsible for the delivery of technology related projects on behalf of the University, in collaboration with other Technology Service teams and Business teams.</p> <p>The Business Analyst is responsible for the assessment of business and information needs of projects and co-ordinating the design of new technology solutions to improve business efficiency and productivity. The position plays an integral role in the initial capture and analysis of IT initiatives originated in the business including conducting feasibility studies for potential projects and preparing submissions to the University's ICT Governance process.</p> <p>The Business Analyst is a multi-faceted role and is responsible for supporting the delivery of the portfolio of projects managed by the Project Management Office as well as supporting key stakeholders and business partners to facilitate analysis and determination of business needs.</p>		
Position Characteristics:	Scope	The Portfolio for which the PMO is responsible has a value in the range \$10-25m and extends across a range of technologies and domains. Working under limited direction, the Business Analyst provides support across a range of mid-level projects varying in technologies and budget.	
	Significant internal/external relationships	<ul style="list-style-type: none"> ▪ CIO ▪ Project Managers ▪ Associate Director - PMO ▪ Technology Services Managers and Team Leaders ▪ Stakeholders and Business Partners ▪ Division of Services and Resources branch and divisional managers ▪ External vendors, customers, peers and the public as required 	
	Special conditions	<ul style="list-style-type: none"> ▪ As required, attend meetings and work outside of standard hours as required. Primary place of employment is North Terrace campus but may be required to work at all University campuses and facilities (including hospitals) where University staff and students reside ▪ Reasonable workplace adjustments will be made for people with a disability. 	

**BUSINESS ANALYST
POSITION DESCRIPTION**

	Delegations		Nil
<p>Key Responsibilities and Outcomes</p> <p>Describe the key responsibilities and outcomes required for the role in the normal course of work</p>	1	<p>Deploy and use appropriate application business analysis methodologies and disciplines</p>	<ul style="list-style-type: none"> ▪ Gather, coordinate, analyse and document business requirements using appropriate methodologies. ▪ Undertake planning and ensure that all documentation is completed accurately and effectively. ▪ Define the problem space through techniques such as data gathering, workshops, establishing measurements, qualitative / quantitative data analysis, root cause analysis etc. ▪ Manage requirements effectively with clear traceability and adequate support of change management practices. ▪ Ensure risks and issues are captured and documented appropriately. ▪ Assist with the development of Business Analysis functions at the University. ▪ Evaluate stakeholder & business needs and contribute to the design and development of business solutions ▪ Undertake data analysis and business process analysis in core business systems to identify data sources and data quality issues. Recommend changes to data capture and maintenance processes to improve data quality in core business systems
	2	<p>Delivery of business analysis and feasibility assessments</p>	<ul style="list-style-type: none"> ▪ Conduct feasibility assessments and business case development, seeking assistance to address more advanced aspects such as the utilisation of financial terms and measures. ▪ Produce proposals for modified, new or replacement systems. ▪ Prepare and review business & system specifications. ▪ In conjunction with Technology Services based and other organisational Change Management roles, ensure any required change management activities are addressed effectively, utilising established techniques, propose process improvements or any other actions or solutions. ▪ Develop project and change management related artefacts, such as deployment plans, ensuring that all such BA products meet acceptance and quality criteria. ▪ Ensure that stakeholders' expectations are understood, captured and addressed in project artefacts. ▪ Track and record work undertaken in accordance with relevant Technology Services procedures. ▪ Undertake training needs analysis where required.

BUSINESS ANALYST POSITION DESCRIPTION

			<ul style="list-style-type: none"> Develop and deliver training materials (user guides, manuals and presentations) and training programs in the use of the systems/processes being introduced or changed as part of the initiative, to the satisfaction of the end users. Lead the development and management of test plans, test case creation & test execution as required, in conjunction with the Test Manager.
	3	Capability development	<ul style="list-style-type: none"> In conjunction with the PMO team members, contribute to and support the continuous enhancement of the business analysis capability within the PMO and Technology Services Department. In conjunction with the PMO team members, contribute to and support the continuous enhancement of the project delivery capability.
	4	Relationship management	<ul style="list-style-type: none"> Build and maintain effective working relationships with partners and with technical teams. Consult with business areas, managers, departments, users, workplace bodies, and other stakeholders as appropriate. In collaboration with other Change Management roles ensure changes are driven from the business perspective and are aligned with the business needs, objectives and IT strategy. Work closely with Project Managers, developers, technical teams and end users to ensure compatibility and overall user satisfaction.
	5	Development liaison	<ul style="list-style-type: none"> In liaison with development teams, monitor the technical development, ensuring that business process improvements are incorporated, and that the resulting solution will be in accordance with the business requirement. Provide support to project and technology management to ensure that all developments are consistent with legislative and professional requirements. Develop and document repeatable business analysis practices.
Criteria	Capabilities and Behaviours	Achievement Drive	<ul style="list-style-type: none"> Delivers high quality output. Actively seeks out feedback from others on own performance. Able to quickly prioritise conflicting demands and evaluate opposing arguments. Sets targets to achieve results. Motivates self and others to focused efforts to meet deadlines even in demanding timeframes.

**BUSINESS ANALYST
POSITION DESCRIPTION**

		<p>Leadership</p>	<ul style="list-style-type: none"> ▪ Manages his/her emotions effectively within the workplace context. ▪ Encourages the team to achieve common goals. ▪ Motivates people by involving them in planning. ▪ Portrays the organisation and work area in a positive manner. ▪ Leads by collaboration and facilitates leadership in own areas of responsibility. ▪ Recognises critical issues for the organisation and seeks to address these.
		<p>Communication</p>	<ul style="list-style-type: none"> ▪ Uses appropriate communication methods for effective interactions with a preference towards personal interactions. ▪ Composes communications which convey specialised concepts in order to influence outcomes or decisions. ▪ Tailors communication style and delivery method to the level of the audience. ▪ Knows the audience, and identifies and uses this knowledge to build strategies to influence outcomes. ▪ Negotiates agreement on complex issues.
		<p>Relationship Building</p>	<ul style="list-style-type: none"> ▪ Builds rapport by making informal contacts in own and other work areas. ▪ Works collaboratively to reduce organisational 'silos'. ▪ Focuses upon establishing and maintaining productive relationships with key internal groups to ensure collaborative work practices. ▪ Develops a broad network of useful contacts both inside and outside the University. ▪ Actively fosters productive two-way flow of ideas.
		<p>Service Focus</p>	<ul style="list-style-type: none"> ▪ Seeks to understand clients' operating environment and to understand their issues/problems. ▪ Develops and implements systems and policies to ensure outstanding client service is achieved. ▪ Establishes systems to gather feedback from clients about service and to identify areas for improvement. ▪ Models high standards of service delivery to clients and stakeholders. ▪ Develops strategic alliances with external groups to enhance the quality of service.

**BUSINESS ANALYST
POSITION DESCRIPTION**

		<p>Continuous Learning</p>	<ul style="list-style-type: none"> ▪ Identifies possible solutions to solve an issue when raising it to the next level. ▪ Reviews projects and activities to learn from successes and mistakes and implement improvements from the learning. ▪ Focuses on continually improving the skills and knowledge of people within their area. ▪ Takes ownership to raise issues before they become major problems. ▪ Recognises the validity of other viewpoints and is not fixed in his/her ideas. ▪ Reflects on own work practices and participates in a wide range of learning opportunities.
		<p>Business Acumen</p>	<ul style="list-style-type: none"> ▪ Understands and applies commercial principles to own area of business. ▪ Understands what is commercially achievable and makes sound business decisions. ▪ Gathers information from diverse sources to make informed business decisions. ▪ Confident in negotiating with private sector.
		<p>Flexibility and Adaptability</p>	<ul style="list-style-type: none"> ▪ Demonstrates flexibility in thinking. ▪ Adapts to and manages the increasing rate of change and copes with ambiguity. ▪ Shows responsiveness to emerging issues. ▪ Welcomes ideas for improvements to structures, procedures and technologies. ▪ Challenges the status quo by looking for ways to enhance efficiency and effectiveness.

BUSINESS ANALYST POSITION DESCRIPTION

	<p>Knowledge and Experience</p>	<ul style="list-style-type: none"> ▪ Sound understanding of business analysis, conducting feasibility studies, business case development, test planning and execution. ▪ Working knowledge of business process improvement methodologies such as Six Sigma, TQM and / or related Lean methodologies preferred. ▪ Exposure to the SDLC, application development environments and methodologies using UML or equivalent. ▪ Experience in the preparation and evaluation of Request for Quotes (RFQ) and Request for Proposals (RFP) preferred. ▪ Some knowledge of current best practice in Business Analysis and experience in the application within complex environments. ▪ Excellent communication (both written and oral) and facilitation skills and in producing a range of high quality documents. ▪ Experience in stakeholder engagement, expectations and relationship management, and preferably vendor relationships. ▪ Current knowledge of IT trends and preferably those relevant to the University's IT environment. ▪ Exposure to or experience in utilising Agile delivery methodologies (desirable). ▪ Advanced level skills in Microsoft Word, Excel and Visio
	<p>Qualifications</p>	<ul style="list-style-type: none"> ▪ A relevant tertiary qualification in IT and/or business, or significant relevant experience in Business Analysis ▪ CCBA certification preferred ▪ ITIL Foundation or Practitioner certification is desirable ▪ Preferably a PRINCE2 foundation certificate or equivalent Project Management qualification
<p>Occupational Health, Safety and Welfare Requirements</p>	<ul style="list-style-type: none"> • All Supervising staff are required to implement and maintain the University's OH&S Management System in areas under their control ensuring compliance with legislative requirements and the established Performance Standards. • All other staff will assist the Head of School/Branch to create and maintain a safe and healthy work environment by working safely, adhering to instructions and using the equipment provided in accordance with safe operating procedures. Where appropriate, staff will initiate and participate in worksite inspections, accident reporting and investigations, develop safe work procedures and provide appropriate information, instruction, training and supervision. Staff will also inform the Head of School/Branch of any unsafe working practices or hazardous working conditions. 	
<p>University Expectations</p>	<p>All staff are expected to:</p> <ul style="list-style-type: none"> • Contribute to the efficient and effective functioning of their team or work unit in order to meet University objectives. This includes demonstrating appropriate and professional workplace behaviours in accordance with the Code of Conduct, providing assistance to team members if required and undertaking other key responsibilities or activities as directed by one's supervisors; • Participate in the Performance Development Review Process which includes a regular review of their performance against the responsibilities and performance objectives associated with the role and demonstration of appropriate behaviours which reflect a commitment to the University's values and strategic directions; • Perform their responsibilities in a manner which reflects and responds to continuous improvement; and • Read, understand and comply with all University policies and procedures. 	

