BUSINESS SYSTEMS ANALYST
POSITION DESCRIPTION

Position Title:	Business Systems Analyst	Position Number: 11439	Faculty/Division: Services and Resources
Classification:	HEO 7	No. Direct Reports N/A & Highest Classified Position: N/A	School/Branch: Financial Services
FTE: 1.0	Reports to: Manager, Financial Systems	Fixed ☐ Continuing ☒	Discipline/Unit: Financial Systems

Position Summary:	The Division of Services and Resources comprises 8 Branches which provide enabling services and the resource capacity to support the University's teaching and research goals and activities.
	Financial Services provides strategic financial management, reporting and transaction support services to the University to enable achievement of the University's teaching and research goals. The Branch is responsible for oversight of the University's $800M annual operating budget, $100M capital budget and $1.4B asset base.
	Working under limited direction the Business Systems Analyst is one of four functional experts in the Finance Systems Team. This position has a key focus on the functional development, maintenance and support of the PeopleSoft Finance General Ledger, Billing, Receivables and Inventory Modules. In addition, the Business Systems Analyst provides expert advice to other functional experts within Financial Services and other areas of the University and backup support to other functional team members.
	The role involves a close working relationship with key internal stakeholders, the research reporting team, Financial Services Operations team as well as the technical support team in Technology Services.

Position Characteristics:	Scope	The Financial Services Branch is contained within the Division of Services & Resources and serves a client base of approximately 3,500 staff.
		The Financial Systems team is responsible for functional support, maintenance and enhancement of the University financial systems, and compliance reporting for the provision of financial reports to the University for strategic and management reporting purposes.
	Significant internal/external relationships	- Chief Financial Officer - Associate Director, Financial Services - Manager, Financial Systems - Faculty/Divisional Finance Managers - Information Technology Services staff - Financial Services staff - External Stakeholders
	Special conditions	- Reasonable workplace adjustments will be made for people with a disability. - Some out of hours work may be required
	Delegations	Nil

Key Responsibilities and Outcomes	1	Functional specialist in supporting Financial Systems.	• Provide expert functional support for the University's Financial Systems and associated interfaces, with a key focus on: • The General Ledger module • The Billings module and E-Commerce • The Receivables module • The Inventory Module • Provide 1st tier support to the Research reporting team and Financial Operations team. • Provide 2nd tier support to the general users of the University's Financial Systems
	2	System Maintenance, Development and Training Material	• Identify, investigate and resolve data anomalies and errors. • Undertake patch impact assessment and maintenance in accordance with approved processes. • Identify opportunities for business process improvement and liaise with relevant stakeholders to determine where new functionality is required to meet business needs. • Undertake system analysis in relation to detailed development of computer systems. • Identify security access changes and control weaknesses for any new modification to the finance system and recommend change accordingly. • Analyse existing system functionality and draft complex functional specifications for change requests in accordance with templates and guidelines. • Champion changes from a business perspective to ensure that changes are aligned with business needs. • Produce clear, detailed scoping and design documentation to be used by the technical specialists to build business appropriate solutions. • In liaison with the technical development team, manage technical development to ensure that the ultimate solution will be in accordance with the practical business requirement.
	3	Training of system users	• Develop detailed training materials that meet the training needs of core system users. • Ensure core system users are trained in the system and updates to the system. • Manage system escalations and provide functional expertise, advice and on the job support to core system users. • Review existing training material for continuous improvement opportunities and to reflect system changes.

	4	System reporting	• Deliver ad hoc reports that are relevant to business needs and support University initiatives, ensuring that:
			• Requirements are confirmed in consultation with stakeholders.
			• Data is extracted from the relevant system via Query reporting tool and audited/reviewed to ensure integrity
			• Testing is conducted when required.
			• Data is presented in user friendly formats (ie pivot tables) with excel formula data mapping incorporated as needed, and the relevant commentary provided to the requesting area.
			• Prepared reports are provided in a timely manner.
	5	Customer liaison	• Provide expert advice to customers and key stakeholders in line with the approach outlined in the financial services customer services charter.
			• Liaise with relevant stakeholders, including Information Technology Services staff, Financial Services staff and external service providers as required.
			• Maintain a relevant network with peers in the sector and explore collaboration on related initiatives.
			• Develop, implement and review financial services customer services charter in relation to the delivery of financial system advice.
	6	Project administration	• Lead key Financial Services projects and contribute to and participate in projects within the branch.
			• Utilise Finance Systems frameworks for resource planning, issue tracking, release management and testing.
			• Assist in the development and maintenance of required policy and procedural frameworks.
Criteria	**Capabilities and Behaviours**	Achievement Drive	• 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.

		Communication	- Composes communication which convey specialised concepts in order to influence outcomes of decisions. - Tailors communication style and delivery method to the level of the audience. - Prepares and delivers confident amd persuasive presentations.
		Service Focus	- Seeks and acts on client feedback. - Agrees expectations with client to ensure client understands service delivery timeframes. - 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.
		Relationship Building	- Builds trust in relationships through maintaining confidentiality and keeping commitments. - 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.
		Teamwork	- Accomplishes shared goals through accepting joint responsibility. - Supports team members to achieve their goals by sharing workloads. - Exercises tact, tolerance and humour to promote team harmony. - Takes initiative in progressing team goals.

	Knowledge and Experience	Essential
		• Demonstrated experience in providing functional production support for an enterprise finance system.
		• Strong analytical skills with a demonstrated ability to document and analyse existing business systems, processes, and workflow to recommend improvements relevant to the University environment.
		• Highly developed oral and written communication skills, ability to negotiate and work collaboratively to develop creative solutions and achieve positive outcomes.
		• Demonstrated ability to manage personal and team priorities.
		• Demonstrated experience in scrutinising and interpreting definitions for data collection and reporting
		• Sound knowledge of reporting tools and report writing.
		• Advanced Excel skills – particularly pivot tables and formulas.
		Desirable
		• Experience supporting a General Ledger FMS.
		• Experience supporting a Billing & Receivables FMS.
		• Experience supporting PeopleSoft Modules.
	Qualifications	• A degree with subsequent relevant experience; and/or
		• An equivalent combination of relevant experience and/or education/training.
Occupational Health, Safety and Welfare Requirements		• 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.

University Expectations	All staff are expected to:	
	• 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 Planning, Development and Review which includes a regular review of their performance against the responsibilities an 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.	
Approvals: **Head of School / Branch Manager**	**Head of School / Branch Manager** **Name:** **Signature:** **Date:**	**Director Human Resources** **Name:** **Signature:** **Date:**
Acknowledgement of Incumbent	I have read and understood the requirements of the position Name:*(please print)* Signature: Date:	