

**SENIOR BUSINESS ANALYST  
POSITION DESCRIPTION**

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| <b>Position Title:</b>           | Senior Business Analyst   | <b>Position Number:</b>  | <b>Faculty/Division:</b> Services & Resources     |
| <b>Classification:</b>           | HE08  | <b>No. Direct Reports<br/>&amp; Highest Classified Position:</b> N/A   | <b>School/Branch:</b> Technology Services         |
| <b>FTE:</b> 1                    | <b>Reports to:</b> Manager, Business Analysis   | <b>Fixed</b> <input checked="" type="checkbox"/> <b>Continuing</b> <input type="checkbox"/>  | <b>Discipline/Unit:</b> Project Management Office |
| <b>Position Summary:</b>         | <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 Senior 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 high level feasibility studies for potential projects and preparing submissions to the University's ICT Governance process.</p> <p>The Senior 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> |  |   |
| <b>Position Characteristics:</b> | <b>Scope</b>  | <p>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.</p> <p>Working under broad direction, the Senior Business Analyst provides support across a range of projects varying in size, complexity, technologies and budget.</p>  |   |
|                                  | <b>Significant internal/external relationships</b>  | <ul style="list-style-type: none"> <li>▪ Associate Director, Project Management Office</li> <li>▪ CIO</li> <li>▪ Project Managers</li> <li>▪ Technology Services Managers and Team Leaders</li> <li>▪ Stakeholders and Business Partners</li> <li>▪ Division of Services and Resources branch and divisional managers</li> <li>▪ External vendors, customers, peers and the public as required</li> </ul>          |   |
|                                  | <b>Special conditions</b>   | <ul style="list-style-type: none"> <li>▪ 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</li> <li>▪ Reasonable workplace adjustments will be made for people with a disability.</li> </ul> |   |

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|  | Delegations |  | Nil  |
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| <p><b>Key Responsibilities and Outcomes</b></p> <p>Describe the key responsibilities and outcomes required for the role in the normal course of work</p> | 1           | Deploy and use appropriate application business analysis methodologies and disciplines | <ul style="list-style-type: none"> <li>▪ Lead the gathering, coordination, analysis and documentation of business requirements using appropriate methodologies.</li> <li>▪ Undertake planning and ensure that all documentation is completed accurately and effectively.</li> <li>▪ Define the problem space through techniques such as data gathering, workshops, establishing measurements, qualitative / quantitative data analysis, root cause analysis etc.</li> <li>▪ Manage requirements effectively with clear traceability and adequate support of change management practices.</li> <li>▪ Ensure risks and issues are captured and documented appropriately.</li> <li>▪ Assist with the development of Business Analysis functions at the University.</li> <li>▪ Evaluate stakeholder &amp; business needs and contribute to the design and development of business solutions</li> <li>▪ Lead data analysis and business process analysis on business systems to identify data sources, data quality issues and to plan/conduct ETL type activities.</li> </ul>  |
|  | 2           | Delivery of business analysis and feasibility assessments                              | <ul style="list-style-type: none"> <li>▪ Conduct high level feasibility assessments and business case development, utilising a solid understanding of financial terms and measures.</li> <li>▪ Produce proposals for modified, new or replacement systems.</li> <li>▪ Prepare and review business &amp; system specifications.</li> <li>▪ 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.</li> <li>▪ Develop project and change management related artefacts, such as deployment plans, ensuring that all such BA products meet acceptance and quality criteria.</li> <li>▪ Ensure that stakeholders' expectations are understood, captured and addressed in project artefacts.</li> <li>▪ Track and record work undertaken in accordance with Technology Services procedures.</li> <li>▪ Undertake training needs analysis where required.</li> <li>▪ Lead the development and management of test plans, test case creation &amp; test execution as required in conjunction with the Test Manager.</li> </ul> |

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|                 | 3                                  | Capability development  | <ul style="list-style-type: none"> <li>▪ 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.</li> <li>▪ In conjunction with the PMO team members, contribute to and support the continuous enhancement of the project delivery capability.</li> <li>▪ Stay abreast of new and emerging business analysis trends and techniques.</li> </ul>  |
|                 | 4                                  | Relationship management | <ul style="list-style-type: none"> <li>▪ Build and maintain effective working relationships with partners and with technical teams.</li> <li>▪ Consult with business areas, managers, departments, users, workplace bodies, and other stakeholders as appropriate.</li> <li>▪ 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.</li> <li>▪ Work closely with Project Managers, developers, technical teams and end users to ensure compatibility and overall user satisfaction.</li> </ul> |
|                 | 5                                  | Development liaison     | <ul style="list-style-type: none"> <li>▪ 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.</li> <li>▪ Provide support to project and technology management to ensure that all developments are consistent with legislative and professional requirements.</li> <li>▪ Provide mentoring to other staff to develop best practice business analysis methodologies.</li> <li>▪ Develop and document repeatable business analysis practices.</li> </ul> |
| <b>Criteria</b> | <b>Capabilities and Behaviours</b> | Strategic Thinking      | <ul style="list-style-type: none"> <li>▪ Anticipates situations in the longer term (3-5 years) and acts to create strategic opportunities and address underlying problems.</li> <li>▪ Establishes and maintains business relationships with key stakeholders (government, business and educational partners) to further the interest of the University.</li> <li>▪ Understands underlying problems, opportunities or political affecting the University.</li> <li>▪ Represents a positive profile for the University to the external community on specific issues.</li> </ul>   |

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|  |  | Achievement Drive     | <ul style="list-style-type: none"> <li>▪ Sets challenging and realistic goals and clear measures of success for themselves and their teams.</li> <li>▪ Identifies and handles impediments to achieving outcomes.</li> <li>▪ Demonstrates personal energy, and enthusiasm for programs and projects.</li> </ul>   |
|  |  | Leadership            | <ul style="list-style-type: none"> <li>▪ Works effectively to reduce silos and encourage collaboration across groups</li> <li>▪ Lives and promotes the values and goals of the organisation</li> <li>▪ Recognises critical issues for the organisation and seeks to address these.</li> </ul>  |
|  |  | Communication         | <ul style="list-style-type: none"> <li>▪ Uses political astuteness to negotiate and reach agreement at a senior level on complex issues.</li> <li>▪ Creates comprehensive reports or other documents to communicate ideas or concepts related to complex or sensitive issues.</li> <li>▪ Presents information persuasively, with skill and power, seeking to influence an audience of critical importance to the University, profession or discipline (e.g. conference presentation).</li> </ul> |
|  |  | Relationship Building | <ul style="list-style-type: none"> <li>▪ Actively uses information gathered from relationships to contribute to the University strategy.</li> <li>▪ Establishes strong external networks to support University goals.</li> <li>▪ Develops and utilises networks at a strategic level.</li> <li>▪ Fosters a culture of openness and flexibility.</li> <li>▪ Understands when and how to use personal power and relational power underpinned by integrity to influence outcomes.</li> </ul>        |
|  |  | Service Focus         | <ul style="list-style-type: none"> <li>▪ Models high standards of service delivery to clients and stakeholders.</li> <li>▪ Develops strategic alliances with external groups to enhance the quality of service.</li> <li>▪ Is proactive in anticipating client needs where possible.</li> <li>▪ Manages complex client relationships.</li> </ul>   |
|  |  | Business Acumen       | <ul style="list-style-type: none"> <li>▪ Gathers information from diverse sources to make informed business decisions.</li> <li>▪ Confident in negotiating with private sector</li> <li>▪ Builds contingencies to reduce financial risk to the University.</li> </ul>  |

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|  |  | <p>Continuous Learning</p>   | <ul style="list-style-type: none"> <li>▪ Takes ownership to raise issues before they become major problems.</li> <li>▪ Reflects on own work practices and participates in a wide range of learning opportunities.</li> <li>▪ Supports a learning organisation where individuals can learn and develop from successes and mistakes.</li> <li>▪ Celebrates initiative and innovation, communicating the benefit and financial impact for improvements.</li> <li>▪ Suggests and promotes creative ideas and approaches to improve individual and team performance.</li> <li>▪ Removes roadblocks to facilitate continuous improvement initiatives.</li> <li>▪ Pays attention to changes in the environment that signal new learning opportunities.</li> </ul> |
|  |  | <p>Flexibility and Adaptability</p>  | <ul style="list-style-type: none"> <li>▪ Demonstrates flexibility in thinking.</li> <li>▪ Adapts to and manages the increasing rate of change and copes with ambiguity.</li> <li>▪ Shows responsiveness to emerging issues.</li> <li>▪ Welcomes ideas for improvements to structures, procedures and technologies.</li> <li>▪ Challenges the status quo by looking for ways to enhance efficiency and effectiveness.</li> </ul>  |
|  | <p><b>Knowledge and Experience</b></p> | <ul style="list-style-type: none"> <li>▪ Demonstrated experience in business analysis, conducting feasibility studies, business case development, test planning and execution.</li> <li>▪ Demonstrated experience in business process improvement methodologies such as Six Sigma, TQM and / or related Lean methodologies.</li> <li>▪ Demonstrated experience in the SDLC, application development environments and methodologies using UML or equivalent.</li> <li>▪ Demonstrated experience in the preparation and evaluation of Request for Quotes (RFQ) and Request for Proposals (RFP)</li> <li>▪ Working knowledge of current best practice in Business Analysis (e.g. via CCBA certification or in depth knowledge of BABOK) and extensive experience in the application within complex environments.</li> <li>▪ Experience in test planning and execution.</li> <li>▪ Excellent communication (both written and oral) and facilitation skills and in producing a range of high quality documents.</li> <li>▪ Extensive experience in stakeholder engagement, expectations and relationship management, including vendors.</li> <li>▪ Current knowledge of IT trends and preferably those relevant to the University's IT environment.</li> <li>▪ Preferably experience in utilising Agile delivery methodologies (Scrum, XP, Kanban, RUP etc).</li> </ul> |  |

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|  | <p><b>Qualifications</b></p>   | <ul style="list-style-type: none"> <li>▪ A relevant tertiary qualification in IT and/or business, or significant relevant experience in Business Analysis</li> <li>▪ ITIL Foundation or Practitioner certification is desirable</li> <li>▪ Preferably a PRINCE2 foundation certificate or equivalent Project Management qualification</li> <li>▪ CBAP certification preferred</li> </ul> |  |
| <p><b>Occupational Health, Safety and Welfare Requirements</b></p> | <ul style="list-style-type: none"> <li>• All Supervising staff are required to implement and maintain the University's OH&amp;S Management System in areas under their control ensuring compliance with legislative requirements and the established Performance Standards.</li> <li>• 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.</li> </ul>  |  |  |
| <p><b>University Expectations</b></p>                              | <p>All staff are expected to:</p> <ul style="list-style-type: none"> <li>• 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;</li> <li>• 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;</li> <li>• Perform their responsibilities in a manner which reflects and responds to continuous improvement; and</li> <li>• Read, understand and comply with all University policies and procedures.</li> </ul> |  |  |
| <p><b>Approvals:</b><br/>Head of School / Branch Manager</p>       | <p><b>Head of School / Branch Manager</b><br/><b>Name:</b> Mark Gregory<br/><br/><b>Signature:</b><br/><br/><b>Date:</b></p>   | <p><b>Director Human Resources</b><br/><b>Name:</b><br/><br/><b>Signature:</b><br/><br/><b>Date:</b></p>   |  |
| <p><b>Acknowledgement of Incumbent</b></p>                         | <p>I have read and understood the requirements of the position<br/>Name: <i>(please print)</i> Signature: Date:</p>  |  |  |