

**POSITION DESCRIPTION**

Business Analyst  
(POS1075 POS2663 POS2703)

<b>Directorate:</b> Customer and Business Performance	<b>Department:</b> Information Technology
<b>Position Grade:</b> 16	<b>Reports to:</b> Coordinator IT Strategy and Architecture
<b>Last review:</b> October 2023	<b>Next review:</b> October 2025 <b>Version No.:</b> 1.2

**Position purpose:**

The purpose of this position is to work with end users, business unit managers and stakeholders to understand business needs and develop requirements and specifications for systems and applications. This position will act as an intermediary between technical developers and end users to align business needs with system design and usability. Activities commonly performed include use case development, business process mapping & design, end user/stakeholder interviews, and system modelling.

**Key accountabilities/responsibilities:**

- Responsible for:
- 1) Provide an exceptional customer experience to all stakeholders, maintaining a positive and professional attitude in all interactions.
  - 2) Identify and analyse areas for improvement relating to business systems, process, workflows, and customer service, and the implications of implementing system change.
  - 3) Provide expert technical advice to contribute to improved efficiency and effectiveness of Council's Information Services operations.
  - 4) Work with customers and IT staff and apply business analysis skills to undertake requirements analysis, scope projects and develop project proposals using a consistent corporate approach.
  - 5) Produce clear, detailed project scoping and design documentation, which is to be used by technical specialists to build business appropriate solutions. Project manage the implementation and delivery of the project, including budgeting and contract administration.
  - 6) Develop and maintain effective reports on the delivery and status of projects, business case and ICT deliverables.
  - 7) Monitor the technical development of systems implementation ensuring that key development milestones are met, that business improvements are included, and that the ultimate solution will be in accordance with the business requirements.
  - 8) Research and remain current on technologies, trends, issues, standards and methodologies and identify opportunities to improve systems and processes by providing recommendations to management on beneficial changes to procedures and practices.
  - 9) Perform other duties including user training, documentation and other duties as directed and authorised by the Chief Information Officer.

**Decisions made in the position:**

- 1) The position has no formal Delegation of Authority

**Decisions referred:**

- 1) Not Applicable

**Key issues/challenges:**

- 1) Budgetary Constraints
- 2) Rapidly Changing trends in technology and telecommunications

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- 3) Ability to prioritise with consideration of time constraints and competing demands
- 4) Keeping pace with technology and demands of stakeholders

### Key working relationships:

- External suppliers and customers
- IT Team
- Internal Stakeholders and Business Matter Experts
- Chief Information Officer
- External Consultants

## POSITION SPECIFICATION

*This section needs to be addressed in any application for this position.*

Addressing the essential and desirable selection criteria individually is highly recommended as it allows the selection committee to assess how you meet the criteria in a clear and concise way. Applicants who do not meet the essential criteria will not be considered.

<b>ESSENTIAL CRITERIA</b>
<p><b>Qualifications/Licences</b></p> <ul style="list-style-type: none"> <li>Tertiary Qualifications in Business Information Systems and/or equivalent demonstrated minimum 5 years' experience.</li> </ul> <p><b>Experience</b></p> <ul style="list-style-type: none"> <li>Demonstrated experience working with Microsoft SQL Server and Microsoft/Windows environment.</li> <li>Demonstrated experience in building and maintaining productive working relationships with internal and external stakeholders at all levels, to deliver outcomes.</li> <li>Extensive experience in the end-to-end project management of technical projects, including initiating, planning, implementing change, as well as controlling, monitoring and evaluating projects. Experience in Budgeting and contract management.</li> <li>Demonstrated experience in data analysis to draw business relevant conclusions and inform decision makers.</li> <li>Demonstrated experience in applying commercial, financial, and legal knowledge to help inform projects and business deliverables.</li> </ul> <p><b>Knowledge and Skills</b></p> <ul style="list-style-type: none"> <li>Knowledge of Work Health and Safety practices, the principles of Equal Employment Opportunity, ethical practice and multi-cultural diversity.</li> <li>Strong written and verbal communications skills with ability to clearly articulate ideas &amp; concepts and bring together all stakeholders of projects or services.</li> <li>Demonstrated planning and organisational skills, evidenced in project and service delivery, with ability to manage competing priorities and meet deadlines.</li> <li>Highly developed analytical and problem-solving skills.</li> <li>Ability to drive and influence initiatives and outcomes and meet user needs.</li> </ul>
<b>DESIRABLE CRITERIA</b>
<p><b>Qualifications/Licences/Experience/Knowledge and Skills</b></p> <ul style="list-style-type: none"> <li>Experience working in the Local Government sector.</li> <li>Good working knowledge of Corporate Systems</li> <li>Experience in writing SQL Queries and generating reports.</li> </ul>

## **Our vision:**

**Aspiring to do great things – for ourselves,  
our community and our growing city.**

## **Our values:**

**Ambitious**

**Authentic**

**Collaborative**

**Courageous**

**Decisive**

**Generous**