

Position Description

BUSINESS ANALYST (INFORMATION TECHNOLOGY & BUSINESS PROJECTS)

POSITION OVERVIEW

The position is responsible for providing business analysis services for key Information Technology & Business-related projects within Council.

You will be required to always represent the Alpine Shire Council as a customer-focused organisation. You will undertake key responsibilities in a professional, efficient and timely manner and contribute to Council's aim of being a high-performing organisation. You will need to be passionate and multi-skilled and able to consistently deliver a high standard of operational services.

CLASSIFICATION AND RELATIONSHIPS

Classification:	Band 7 Alpine Shire Council Enterprise Agreement 2023
Reports to:	Project Manager, Information Technology & Business Projects
Supervises:	N/A

KEY DUTIES AND RESPONSIBILITIES

Requirements Elicitation, Analysis and Management

- Work closely with business stakeholders across the organisation to understand their needs, objectives, and challenges.
- Elicit, document, and analyse business requirements, processes, and workflows using a variety of techniques, including interviews and workshops.
- Translate business requirements into clear and concise functional specifications and solution designs for technical teams.
- Manage requirements throughout the project life cycle.

Stakeholder Management and Communication

- Serve as a liaison between business stakeholders and technology teams, including external vendors.
- Communicate complex technical concepts to non-technical stakeholders.
- Present findings, recommendations, and project updates to various audiences.

Documentation

- Create detailed documentation including business requirements, functional specifications, solution designs, process flows, use cases, user stories, and procedures as required.
- Maintain accurate and up-to-date project documentation throughout the project lifecycle.

Project management

- Collaborate with project team members, internal and external, to define project scope, objectives, and deliverables.
- Assist in project management planning, estimation, and resource allocation.
- Monitor project progress and identify issues, risk, deviations from project plans, and benefits.

Change Management

- Support the business in their transition and help to establish required change.
- Provide business training and supporting documentation, e.g. processes and procedures, as required.

Quality Assurance

- Participate in system testing, user acceptance testing, and validation of implemented solutions.
- Ensure that delivered solutions meet the specified requirements and are of high quality.

Process Improvement

- Identify areas for process optimization and efficiency enhancement.
- Recommend process improvements and assist in their implementation.

Capability Development

- Support and develop the ongoing business analysis capability in Council.

Accountability and extent of authority

- Responsible for providing business analysis services in support of the organisation's objectives.
- Regular liaison with and accountable to the Project Manager (IT&B).
- Freedom to act is limited by standards and procedures but with scope to exercise discretion in the application of those procedures with regular consultation and reporting to the Project Manager (IT&B).
- Accountable for the accurate, effective, and efficient delivery of business analysis and project delivery within the key responsibility areas.
- Authority to interpret, provide advice and make decisions relevant to the position objectives, referring significant decisions to the Project Manager (IT&B) for review.
- Compliance with Council's Procurement Policy and Procedures.

Other duties

- Display a punctual, reliable and positive approach to work.
- Undertake other duties as directed by the manager or supervisor.
- Regularly report to the Project Manager (IT&B) on project related matters and other relevant issues as required.
- Continually review and improve work methods associated with this role.

- Comply with the Alpine Shire Council's Employee Code of Conduct and corporate policies.

Judgement and decision making

- Ability to call on professional knowledge and experience to perform tasks, identify opportunities, work through issues, and solve problems, within delegation limits and budget parameters.
- Ability to review tasks, opportunities, issues, and problems using evidence from a range of sources and to make decisions and recommendations with guidance and advice from Project Manager (IT&B).
- Ability to perform tasks based on previous experience and the effective application of business analysis techniques, methodologies, frameworks, and processes.
- Ability to direct and guide project teams to carry out duties and provide information within specific timeframes and guidelines.
- Use discretion, initiative, knowledge and experience from previously encountered situations.
- An analytical approach to work is required.

Management skills

- Demonstrated skills in managing diverse workloads and meeting work and budget targets within tight deadlines, despite conflicting pressures.
- Ability to work unsupervised.
- Ability to provide training to key responsibility areas.

Interpersonal skills

- Ability to establish and maintain productive relationships with internal and external stakeholders including associated vendors, agencies and external service providers.
- Ability to liaise with counterparts in other organisations to discuss specialist matters.
- Excellent written and verbal communication skills, along with the ability to communicate expectations clearly.
- Ability to consult internally and externally to develop processes and deliver solutions while providing the best outcome to meet organisational needs.

EXPERTISE

Qualifications

- Degree in a relevant business and or information technology / system qualification and or comparable business analysis and project delivery experience with certification (e.g. BABOK) in industry.
- Current Victorian driver license.

Specialist knowledge and skills

- Demonstrated skills and experience in business analysis, including: requirements gathering, stakeholder management and communication, development of high quality documentation, with supporting experience in project management, change management, quality assurance and process improvement.
- Demonstrated ability to work effectively with a variety of stakeholders, internal and external, to achieve project objectives.
- Strong business analysis knowledge with a demonstrated ability to apply relevant knowledge through accurate and timely problem-solving and decision-making.
- Strong management skills including quality assurance, governance principles and reporting within program and project structures.
- Strong analysis skills.

Experience

- Experience and knowledge of the key responsibility areas including:
 - Business analysis
 - Project management
 - Change management
- Demonstrated experience working across various business projects, systems, and functional solutions, ideally relating to decision making, records management, finance, communication and collaboration, customer experience, and human resources.
- Demonstrated excellence in communication and engagement with a wide variety of stakeholders, internal and external.
- Experience in Local Government advantageous.
- Demonstrated experience in a similar role.
- Demonstrated ability to produce high quality work.

HEALTH, SAFETY AND RISK DUTIES AND RESPONSIBILITIES

Nothing is more important than the health and safety of yourself and those around you.

You must:

- Perform all tasks in a manner that does not place at risk the health and safety of any person
- Seek assistance when unsure of how to perform a task
- Ensure you observe, understand and comply with all Occupational Health and Safety Legislation, Regulations, Codes of Practice, Policies, Procedures and directives
- Regularly inspect your work environment for hazards
- Immediately report all workplace incidents, accidents, near-misses and hazards to a supervisor
- Support the return to work plan for any injured worker when returning to work

- Council Employees do not smoke in any workplace or when engaged in work related activities. Smoking is an issue for both Council and employees as it impacts on both the work and personal life of the smoker and other employees and in some cases the reputation of the Council.

PHYSICAL REQUIREMENTS

Daily work will be performed in an indoor environment, as such:

- You will be exposed to those conditions normally encountered in an indoor Environment.
- Physical demands are moderate to strenuous, consisting of the ability to sit, stand, stoop, reach, bend, climb, lift and pull using safe manual handling practices
- You must be able to see and hear in the normal range, with or without correction, and communicate well both verbally and in written form, and must be able to be understood.
- You must have the stamina to work long hours, if assigned, and must be willing to work an irregular schedule, which may include weekends, holidays, evenings, and/or varying shifts.
- The work environment may include uneven surfaces and up and down stairs.