

Austrroads Job Description

Senior Business Analyst



Job Title:	Senior Business Analyst
Job type:	Full Time
Location:	Austrroads National Office, Level 9, 570 George Street, Sydney
Responsible to:	Enterprise Solutions Manager
Date:	1 st July 2022

Position Purpose

This position provides the support to the Enterprise Solutions Manager and the broader team to ensure the successful completion of information technology projects and tasks to support the realisation of Austrroads' business focus and strategic plans.

Key Accountabilities, Duties and Responsibilities

1. Work within a team to perform high-level business analysis and develop high-level solutions, business cases and data models.
2. Conduct detailed business analysis in collaboration with the team and stakeholders, including developing detailed requirement specifications and ensuring alignment with existing systems and strategy.
3. Mentor and provide guidance to other team members undertaking detailed business analysis.
4. Provide effective testing services by creating test plans and test cases, conducting system testing, and resolving issues to ensure that all business and technical requirements are delivered.
5. Develop and maintain strong relationships with peers, external stakeholders and outsourced service providers to facilitate implementation of systems and enhancements.
6. Provide project management services for applications development and operations (business-as-usual) projects.
7. Ensure quality assurance by applying procedures and analysing and resolving issues or gaps between business requirements and implemented solutions documentation in partnership with team members.
8. Provide subject matter expertise and third-level support to the team and stakeholders to explain systems, resolve complex data/application issues and conduct data quality audits to maintain data integrity.
9. Review and provide input to projects, services, implementation plans, and strategy as required.
10. Understand, manage and provide guidance in operations/applications configuration, data migration, change deployment and operational handovers.
11. Other tasks as directed.

Essential Skills and Experience

1. At least three years' experience in a senior business/system analysis role in ICT applications development.
 2. High-level analytical and problem-solving skills.
 3. Advanced ability to operate at strategic and operational levels, and proven ability to think at high-level/big picture and detailed level.
 4. Proven experience and highly developed skills in data, business, and functional analysis; data modelling; process mapping; and designing and writing business systems specifications.
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5. Advanced ability and proven experience in requirements development; data modelling; design and business systems specifications to support changes; and the development and implementation of business systems.
6. Excellent practical experience with relational databases and understanding of SQL script writing.
7. Sound knowledge of web services frameworks, messaging systems (e.g., MQ Series) and information technology issues.
8. Extensive knowledge and proven experience in business analysis, project management, development, testing, quality assurance, and deployment lifecycle methodologies and activities.
9. Excellent oral and written communication skills and proven ability to negotiate with people at all levels internally and externally.
10. Experience in liaising and managing stakeholders with state/territory and national entities.
11. Ability to manage issues and tasks with a high degree of confidentiality, reliability, discretion and flexibility.
12. Excellent task and priority management skills. Organised and able to meet deadlines.
13. A commitment to equal employment opportunities and occupational health, safety and quality management practices.

Desirable Skills and Experience

1. Knowledge and experience in BABOK, UML, BPMN, waterfall and Agile methodologies.
2. Experience with project management tools such as Microsoft Project and Jira.
3. Experience with data analytics and, or data integration.
4. Mentoring skills and experience.

Qualifications

Tertiary qualifications in Information Technology and extensive experience in business analysis, or proven experience working in a senior business/system analyst capacity.

Notes

- The position holder will be required to be available outside normal working hours to provide after-hours support to clients
- The position may be required to frequently travel interstate.
- The position holder will be required to undergo relevant security and criminal records checks.

Performance Goals

1. Writing complete, concise and clear specifications independently.
2. Delivery of new functionality to satisfy the specified business requirements.
3. Zero critical defects caused by new applications or enhancements deployed in the production environment.
4. Effective management of stakeholder relationships and leadership of groups of technical resources to achieve agreed outcomes.
5. Professional and effective dealing with clients, suppliers, and other employees at all times.