



## Position Description

Position title:	Business Analyst
Entity:	NEVDIS
Division:	Data & Technology
Job Type:	Full – time (1.0 FTE)
Location:	Austroads Sydney Offices
Reports to:	Senior Manager NEVDIS
Responsible GM:	Chief Data & Technology Officer
Direct reports:	N/A
Date reviewed:	August 2023

## Organisational Context

Austroads is the association of Australian and New Zealand transport agencies.

We provide authoritative, practical and impartial advice, information, tools and services to help our members to deliver safe, efficient and reliable mobility to their customers.

We also deliver value to a range of other key stakeholders across government, industry and communities, where there is a demonstrated societal benefit to do so.

Austroads comprises several business activities, including the core Austroads work program, the National Exchange of Vehicle and Driver Information System (NEVDIS), and Transport Certification Australia (TCA).

Our teams are located across Australia and New Zealand. We work in an integrated and collaborative way, along with external consultancies and other partners, to ensure our products and services are delivered successfully and maximise value.

Austroads promotes a culture of professionalism, innovation, and integrity, with a commitment to accountability, quality, and excellence in the delivery of all of our programs and services.

We recognise the unique skills and abilities of each individual, who come from a wide range of disciplines and backgrounds. We support our people through ongoing development and learning opportunities and create a supportive team environment for all our staff. We strive to be an employer of choice.

Austroads takes inclusion and diversity seriously. We embrace difference and diversity of identity, experience and thought, and actively strive for inclusive behaviours across our company and our work.

## The Role

### Position Purpose

Working across multiple NEVDIS teams, the Business Analyst (NEVDIS) will be responsible for providing first level help desk services to stakeholders and clients and assist in second level technical support of operational systems. This will require an understanding of database structures and data, capable of understanding application configuration and performing basic application and system troubleshooting.

The Business Analyst will build and maintain effective relationships with a variety of stakeholders including manufacturers, state, and territory registering authorities, government agencies, and members of the public.

### Major Responsibilities/Accountabilities

The role is responsible for:

- Providing first level help desk services and daily operation activities necessary to the function of the NEVDIS application.
- Providing guidance and assistance to stakeholders and clients with NEVDIS data queries in accordance with the agreed policies and procedures.
- Developing and running simple SQL scripts for data analysis and quality control on the National Vehicle Identification Number (VIN) Database and NEVDIS.
- Identifying data quality/accuracy issues and causes and ensure resolution of issues to maintain and improve data accuracy.
- Liaising with Jurisdictions to resolve complex data issues and assist in handling operational issues including disaster recovery and failover planning and testing.
- Providing assistance to manufacturers and the national registering authorities on the management, correction and registration of vehicles that may have VIN problems.
- Assisting Senior Business Analysts or Business Analysts in testing new products, enhancements, or changes.
- Other tasks as directed.

### Key Stakeholder Interfaces

#### Internal

- Senior Manager NEVDIS
- Senior Business Analysts
- NEVDIS Data Management Team
- Chief Data & Technology Officer
- All staff

#### External

- Government agencies and jurisdictions
- Vehicle manufacturers
- Import agencies
- Austroads member organisations

## The Person

### Qualifications, Knowledge, and Experience

The Business Analyst will possess:

- Intermediate to advanced Microsoft Office skills (Word, Excel, PowerPoint and Outlook).
- One year technical/business/systems analysis in ICT operations and/or applications development.
- Ability to take responsibility for customer problems and enquiries, actively following them through to conclusion within agreed performance standards.

- Good customer service, ability to tactfully deal with people at all levels, and ability to negotiate outcomes for clients.
- Excellent verbal and written communication.
- Practical experience and knowledge of 1<sup>st</sup>/2<sup>nd</sup> level support functions.
- Sound practical experience with SQL and Oracle database technology within a Unix or Linux environment.
- Excellent analytical and problem-solving skills.

## Personal Qualities

The incumbent will need to present a professional image and build a strong relationship across the enterprise. Specifically, the role requires:

- Commitment to service excellence and continuous improvement in relation to a technology and data-based services.
- Commercial acumen, high emotional intelligence, diligence, and drive.
- Being a self-starter.
- Willingness to work collaboratively and independently to achieve the Organisational goals and support the Team initiatives.
- Hands on leadership style.
- Culture of delivery and closure on issues.
- Astute risk management.
- Sound judgment and analytical/evaluative skills.
- Well-developed relationship management, communication, consultation, and negotiation skills.
- Comfort working in an environment which is constantly evolving.