



Position Description

Position title:	Senior Technical Business Analyst
Entity:	Austroads
Division:	Data & Technology
Job Type:	Full-time (1.0 FTE)
Location:	Austroads Sydney Office
Reports to:	Head of Application Delivery
Responsible GM:	Chief Data and Technology Officer
Direct reports:	N/A
Date reviewed:	October 2025

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 our programs and services.

We recognise the unique skills and abilities of everyone, 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

Team Purpose

The Data and Technology team focuses on harnessing the power of data and technology to support our member organisations to deliver an improved outcomes for roads and transport users.

Our mission is to enable data-driven decision-making, enhance operational efficiency, and create value for our stakeholders. We do this through the proactive development and implementation of contemporary D&T standards and systems.

Here are some key points that encapsulate our purpose:

1. **Data Stewardship:** We treat data as a valuable corporate asset. Our team aims to deliver its completeness, quality, security, and accessibility, allowing us to derive meaningful insights and drive informed actions.
2. **Technology Enablement:** We leverage state-of-the-art technologies; and we use the best systems for the task. Our goal is to empower our organization with scalable, reliable, and agile solutions.
3. **Cross-Functional Collaboration:** We collaborate closely with business units, ensuring alignment between data/technology strategies and organizational goals. By bridging the gap between technology and business, we drive holistic transformation.
4. **Innovation Hub:** Our group serves as an innovation hub, constantly exploring emerging trends and experimenting with novel solutions. We foster a culture of curiosity, experimentation, and continuous learning.

Remember, our Data and Technology team is not just about bits and bytes; it's about unlocking the full potential of data/technology to propel our organization forward

Position purpose

The Senior Technical Business Analyst will be a key liaison between business stakeholders and technical teams, leading the gathering and analysis of complex requirements while supporting the design and delivery of effective IT solutions. The Senior Technical Business Analyst will apply their strong technical knowledge – such as data analysis, application configuration, and system troubleshooting – alongside essential project management skills, including planning, risk management, and stakeholder coordination. The Senior Technical Business Analyst will drive process improvements, facilitate Agile delivery, oversee user acceptance testing, and contribute to change management activities.

Major responsibilities/accountabilities

The role is responsible for:

- Leading detailed elicitation, documentation, and validation of business and technical requirements, ensuring alignment with project goals and stakeholder expectations.
- Acting as a primary liaison between business units, technical teams, and external service providers to manage requirements, clarify expectations, manage solution delivery, and maintain strong collaborative relationships.
- Partnering with architects, developers, and QA to translate requirements into technical specifications and ensure practical, scalable solutions.
- Analysing current workflows, identify inefficiencies, and recommend process improvements or automation opportunities to enhance business outcomes.
- Extracting and analysing data using SQL or BI tools to support decision-making, requirements validation, and problem-solving.
- Defining project scope, objectives, deliverables, and timelines; developing detailed project plans and coordinate cross-functional teams to ensure on-time delivery.

- Identifying project risks and issues early; work with stakeholders to develop mitigation strategies and escalate appropriately to ensure project success.
- Supporting Agile ceremonies such as backlog grooming, sprint planning, and retrospectives; ensure user stories are well-defined with clear acceptance criteria.
- Facilitating creation of User Acceptance Testing (UAT) plans and test cases, coordinate testing activities, and facilitate defect resolution and sign-off from business users.
- Collaborating on creating training materials, user documentation, and communication plans to ensure smooth adoption of new systems or processes.
- Producing and maintaining comprehensive documentation (BRDs, functional specs, workflows), provide subject matter expertise, and mentor junior BAs to uplift team capability.
- Managing relationships with third-party vendors and contractors, coordinating deliverables and ensuring alignment with project requirements.
- Assisting project managers in tracking project budgets, resource allocation, and expenditures to maintain financial control and resource efficiency.
- Contributing to continuous improvement, identifying ways to enhance value for our members and the public.
- Maintaining and adhere to Quality Systems processes and procedures associated with the role.
- Other duties as directed.

Key stakeholder interfaces

Internal

- Head of Application Delivery
- Chief Data and Technology Officer
- All staff

External

- Austroads approved developers and service providers
- Government Agencies and Jurisdictions
- Austroads Member organisations
- Contractors and visitors

The Person

Qualifications, knowledge, and experience

The Senior Technical Business Analyst will possess:

- Significant experience in ICT environments, with a strong emphasis on business analysis and managing project delivery.
- Proven ability to lead end-to-end business analysis activities, including requirements gathering, process modelling, solution design, and stakeholder engagement.
- Strong analytical and problem-solving skills, with the ability to work across both high-level business needs and detailed technical requirements.
- Experienced in facilitating workshops, producing functional specifications, and ensuring solutions align with business and technical goals.
- Strong understanding of relational databases, SQL, data analysis, data migration, and change impact assessment.
- Skilled in supporting testing and deployment activities to ensure smooth transitions into operational environments.
- Demonstrated ability to plan and manage projects, including timeline management, deliverables tracking, and coordination with cross-functional teams to ensure successful outcomes.

- Proficient in vendor evaluation, selection, engagement, and ongoing management, ensuring alignment with organisational objectives and compliance with industry best practices.
- Comfortable working across both Agile and Waterfall delivery methods, supporting sprint planning, backlog grooming, and milestone tracking.
- Excellent communication and stakeholder management skills, with a collaborative and proactive approach.

Desirable

- Experience with Project Management.
- Experience with project management tools such as Microsoft Project and Jira.
- Relevant qualifications such as CBAP, PMP, PRINCE2, or Scrum Master certification are highly regarded.
- Experience with data analytics and, or data integration.
- Mentoring skills and experience.

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 technology and data-driven environments.
- Strong commercial acumen, emotional intelligence, diligence, and proactive drive.
- Self-starter with accountability for managing both business analysis and project delivery.
- Hands-on leader who motivates teams and drives progress to completion.
- Focused on delivery and timely resolution of issues.
- Skilled in risk identification, assessment, and mitigation.
- Sound judgment with strong analytical and evaluative skills.
- Effective relationship management with strong communication, consultation, and negotiation abilities.
- Adaptable to dynamic, evolving environments and shifting priorities.
- Able to balance detailed technical insight with strategic perspective to support analysis and project outcomes.

Capability Profile

Business Analysis and Requirements Management	Leads end-to-end business analysis activities including eliciting, documenting, and managing requirements; ensures alignment with business goals and technical feasibility.	Advanced
Process Modelling and Solution Design	Maps and analyses business processes, identifying improvement opportunities and designing effective solutions.	Intermediate
Project Management	Defines and manages work activities to deliver outcomes within agreed timeframes and resources. Applies effective project planning, coordination, and control techniques.	Intermediate
Flexibility and Adaptability	Adjusts approach in line with changing priorities. Is open to acquiring and developing skills and knowledge, adapts to new ways of working or organise work to deliver results.	Intermediate
Critical Thinking and Problem Solving	Objectively analyses and evaluates available data, points of view, needs of stakeholders and potential solutions before recommending relevant actions or decisions.	Intermediate
Project/Work Delivery and Management	Defines work activities required to deliver against outcomes intended, in line with agreed timeframes, resources, and ways of working. Understands and applies effective project planning, coordination and control methods.	Intermediate
Data Literacy	Utilises diverse data sources to improve the speed and quality of service delivery and decision-making processes	Intermediate
Drive Accountability and Outcomes	Is proactive and responsible for own actions to ensure desired organisational objectives are achieved.	Intermediate
Knowledge Management	Establishes mechanisms to record and share knowledge and experience to enable the retention and expansion of corporate knowledge	Intermediate
Work Collaboratively	Collaborates with others, demonstrating an understanding of their value to the organisation.	Intermediate