Job Description Form

Senior Business Analyst

Position Details

Position Number:	Generic
Classification:	Level 6
Award / Agreement:	PSA 1992 / PSCA 2019
Organisational Unit:	Corporate Operations/ Finance and Business Services
Location:	Perth Metropolitan Area
Classification Evaluation Date:	
JDF Review Date:	November 2018

Reporting Relationships

This position reports to:

04002252, Project Manager, Level 8

Positions Under Direct Supervision:

This position has no subordinates.

About the Department

The Department of Communities' mandate is fundamentally about providing pathways to individual, family and community wellbeing. The Department's direction centres on building safe, strong, secure and inclusive communities that empower individuals and families across Western Australia to lead fulfilling lives.

The Department's functions and services include disability services; child protection and family support; social and affordable housing; community initiatives and remote regional services reform.

The Department provides the opportunity to implement client centred services within a single outcome based framework across community services in Western Australia. This framework also provides for a specific focus on delivering integrated, place based services, recognising that community and individual needs vary significantly between metropolitan and regional communities.

The Department promotes diversity and embraces a high standard of equal opportunity, health and safety, and ethical practice. All employees are required to comply with relevant safety procedures/guidelines and equal opportunity principles at all times.

Role Statement

This position is responsible for providing business solutions to meet the changing needs of the Department – providing consultancy, process redesign, project management, analysis, design, package evaluation and testing coordination for the Department.

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## Duties and Responsibilities

1.   Planning and Development

1.1   Maintains a high-level focus on the system and process improvement across the Department computing services and the associated support services.

1.2   Contributes to the development and implementation of strategies that ensure dependable and well-supported business processes and systems for clients.

1.3   Operates within allocated resources to meet the Department priorities.

2.   Business Analysis

2.1   Analyses and defines requirements for business systems within the Department.

2.2   Evaluates options and makes recommendations for the implementation of the business solutions.

2.3   Performs consultancy, process redesign, analysis, design, package evaluation and testing coordination tasks as appropriate.

2.4   Creates and compiles user requirement documentation, test plans, and other necessary artefacts to support business improvement projects.

2.5   Assists in the acquisition, evaluation and development (if appropriate) of software packages and applications to support the business needs of the Department.

2.6   Assists in configuration and demonstration of business systems.

2.7   Assists with the implementation of business solutions and product acceptance testing.

2.8   Develops and maintains quality methodology, documentation standards, processes and measures around the Business Analysis discipline.

2.9   Keeps abreast of developments within the broad area of IT and looks for opportunities to apply them within the Department with a view to improving effectiveness and efficiency.

3.   Customer Management

3.1   Maintains close and cooperative contact with the Department staff with regards to on-going analysis of business requirements.

3.2   Liaises with senior management staff throughout the Department.

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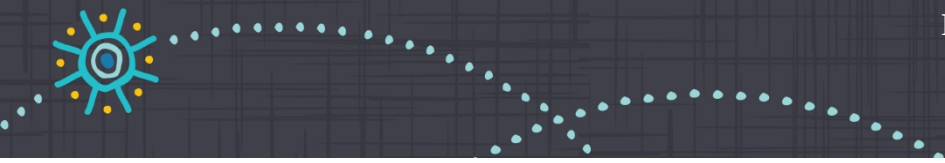
3.3   Works closely with others across the business in order to maximise the effectiveness of systems and processes.

3.4   Undertakes regular assessment of risks to the delivery of process and system improvements and provides advice and recommendations to the Project Manager.

4.   Other

4.1   Promotes a high standard of Equal Opportunity and Diversity, personal conduct and Occupational Safety and Health in the workplace.

4.2   Performs other duties as directed.

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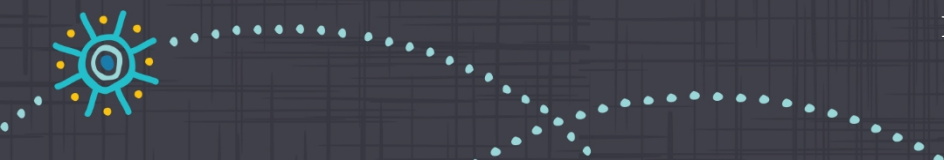
Essential Work-Related Requirements (Selection Criteria)

1. Demonstrated strong ability to analyse and define business requirements including business process redesign and experience in software focused business analysis.
2. Understanding of current technologies and the ability to incorporate them within business development solutions.
3. Highly motivated and capable of delivering projects according to agreed objectives.
4. Ability to assist with the development process suitable for the department's applications and process improvements.
5. Have strong interpersonal skills with the ability to work in a team environment.
6. Excellent verbal and written communication skills demonstrating the ability to effectively communicate with senior management, technical and non-technical staff.
7. Working knowledge of software development methodologies and business analysis techniques.

Desirable Work-Related Requirements (Selection Criteria)

1. Knowledge and capability in corporate and financial systems.
2. Relevant tertiary qualifications or extensive knowledge within Business and/or Information Technology

Essential Eligibility Requirements / Special Appointment Requirements

1. Appointment is subject to a satisfactory National Police Clearance.