



Job Description Senior Analyst Level 5

Position Number:	00029243	FTE:	1.0
Directorate:	Service Delivery	Branch:	Service Delivery Strategy
Location:	Osborne Park	Position Status:	Permanent
Agreement/Award:	<i>Public Service Award 1992 Public Sector CSA Agreement 2024 or as replaced</i>		

Reporting Relationships

Reports to:

Manager Risk Analysis and Improvement, Level 7

Other officers reporting to the above office:

Principal Analyst, Level 6

Senior Analyst, Level 5 x 2

Stakeholder Liaison Officer, Level 3

This Office – officers under direct responsibility:

No direct reports

Key Role Statement

The Senior Analyst position supports the Manager Risk Analysis and Improvement (RAI) to plan, implement and monitor business process and system improvements.

The position is responsible for data collection, analysis and reporting, supporting users of business systems and contributing to system and process enhancements.

The role requires attention to detail, effective teamwork and the ability to work collaboratively within agreed procedures and consultation pathways.

Key Responsibilities

- Monitors and evaluates the performance of the Western Australia Apprenticeship Management System (WAAMS) and other related business systems, to ensure their continued alignment with operational and stakeholder needs.
 - Provides end user support for WAAMS and other business systems, including trouble-shooting issues as they arise, validating and escalating defects, preparing scheduled and ad hoc reports, and liaising with the Department's ICT branch to plan, develop and deliver system improvements.
 - Supports and contributes to system enhancement initiatives across a range of platforms, with a focus on CRM Dynamics 365, including reviewing requirements, documenting changes and ensuring quality control.
 - Delivers targeted training to internal and external stakeholders to increase proficiency in the use of WAAMS and other business systems.
 - Works collaboratively with team members, project staff and the Manager RAI to deliver projects within agreed scope, budget, timeframes and quality standards.
 - Prepares clear and accurate written materials, including process documents, training resources, briefings, letters and reports.
 - Uses reporting and analytical tools to review data, identify trends and provide evidence-based recommendations to improve business processes and system functionality.
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Expected Leadership Behaviours

The role occupant is expected to consciously adopt the behaviours and mindsets aligned to the position's **Personal Leadership** context. The following outlines the key leadership behaviours in action pertinent to this position.

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- **Lead collectively** - You complete your work to a high standard and ensure information is accurate.
 - **Think through complexity** – You think through complexity by following set procedures and applying your knowledge, skills and experience to identify problems as they arise.
 - **Dynamically sense the environment** - You adjust priorities and pace with guidance when necessary to ensure you contribute to delivering value for your team.
 - **Deliver on high leverage areas** - You identify the tasks and priorities of your work that are in line with the priorities of your team.
 - **Lead adaptively** - You seek ways of modifying your behaviour to improve your effectiveness with your manager and team members.

Selection Criteria

Essential

- Demonstrated experience in the use of and support for, complex business systems in particular, Microsoft CRM platforms, case management systems, student management systems or other enterprise applications. This includes the ability to identify issues, resolve problems, and recommend system or process improvements.
- Demonstrated experience in the application of structured methods for problem solving and business process improvement, following standard procedures, and ensuring that all work is evidence based, accurate and validated through data and testing.
- Demonstrated ability to work in a team, including sharing information effectively, contributing constructively to system solutions, aligning work with team and organisational priorities, and seeking appropriate approval when required.
- Well-developed written communication skills, including the ability to document business processes, develop training materials and prepare clear, accurate and audience appropriate correspondence.
- Demonstrated experience in delivering project tasks or outcomes within set timeframes, including engaging and coordinating work with internal and external stakeholders and managing competing priorities.

Other Requirements

- May be required to work from any Department worksite.

Values

Our values reflect the way we go about our work with our partners, stakeholders and each other.

- We find solutions, deliver and do things well.
- We have integrity and courage.
- We respect, trust and care for each other.
- We know diversity makes us stronger

CERTIFICATION

The details contained in this document are an accurate statement of the position's responsibilities and requirements.

Branch Director:

Name: Andrea Vinciullo **Position:** A/Director Service Delivery Strategy

Delegated Authority:

Name: Grant Goldfinch **Position:** Executive Director Service Delivery

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