



JOB DESCRIPTION FORM

Public Sector Management Act 1994	Salaries/Agreement/Award Public Service Award 1992 Public Service and Government Officers General Agreement 2014 or as replaced	
Group:	Education Business Services	Effective Date of Document 8 November 2017
Division:	Information Communication and Technology (ICT)	
Directorate:	Integration, Build and Deployment	
Branch:	Solutions Architecture and Systems Analysis	

THIS POSITION

Title: Business Systems Analyst

Classification: Level 6

Position No: Generic

Positions under direct responsibility: Nil

REPORTING RELATIONSHIPS

TITLE: Director, Integration, Build and Deployment
LEVEL: 9
POSITION NUMBER: 00038093

TITLE: Manager, Solutions Architecture and Systems Analysis
LEVEL: 8
POSITION NUMBER: 00038141

This position and the positions of:

Title:	Classification:	Position Number:
Solutions and Security Architect	Level 6	Various
Business Systems Analyst	Level 6	Various

TITLE Business Systems Analyst	CLASSIFICATION Level 6	POSITION NO Generic	EFFECTIVE DATE 8 November 2017
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CONTEXT

For information with respect to the Department go to: <https://www.education.wa.edu.au/web/our-organisation/home>.

Education Business Services (EBS) is the key provider of professional business services and support for Western Australian public schools, statutory boards and divisions of the Department. These highly valued services are delivered through the areas of finance, information communication and technologies (ICT), and infrastructure. We continually strive to enhance the capability and responsiveness of our staff, systems and processes across the organisation to deliver high quality education.

We are committed to contemporary work practices and adhere to the following service delivery principles:

Responsive: We respond to and reflect the needs of our customers.

Flexible: We are flexible and understand that our customers are not all the same.

Transparent: We are clear and open about our services, processes and decision making.

Accountable: We hold ourselves to high standards and deliver on our commitments.

Collaborative: We work in partnership with our customers.

Delivery of Information Communication and Technology (ICT) services provides support for the Department's educational outcomes by developing initiatives and technical support strategies to ensure all 800 Western Australian public schools can be individual, distinctive and responsive to their local communities while still benefiting from being part of a system.

The Integration, Build and Deployment Directorate is the functional area responsible for Security Implementation, Solutions Architecture, Solutions Development and Maintenance, Testing and Assurance and Data Management in an ICT context. The Directorate has the responsibility for building, integrating and maintaining technical solutions to organisational challenges ensuring that applications, systems and products are appropriately constructed, integrated, interfaced and configured to meet business needs.

A Business System Analyst's primary objective is helping the Department translate stakeholder business requirements of a project or program, and helping design, configure, assemble or integrate suitable technology solutions in a cost-effective way by translating these business requirements into technically implementable solutions.

ROLE

The Business Systems Analyst:

Specialist Services

- analyses and translates stakeholder needs from business requirements into implementable software requirements, configurations and solutions
- documents and evaluates required data and information
- develops and maintains knowledge of client business processes and makes an active contribution to the improvement of these processes through inputs into the development, modification and maintenance of systems
- analyses business processes to identify opportunities for improvement and designs, develops and implements new and enhanced processes
- supports project management for business process changes (whether legislative, industrial, policy or administratively based)
- undertakes business systems analysis and design, including data modelling, process flow modelling and process re-engineering

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- undertakes business (functional) specification preparation, including the design of business rules
- provides advice on current business process analyses, including suggested improvements
- designs, configures and executes the functional activities, including thorough testing and documentation in line with the applications environment
- helps coordinate the implementation activities associated with the change and ensures the communication of the change is effectively managed.

Branch Support

- contributes to a work environment that is safe, fosters equity and diversity, enables the achievement of personal and EBS goals and facilitates accomplishment of designated roles and deliverables
- contributes to change management projects relevant to the Branch
- represents the Branch, as required, on Directorate committees and working parties.

Customer and Stakeholder Support and Liaison

- maintains a focus on customer service delivery and continuous improvement of services
- develops and maintains effective communication links and working relationships to ensure access to diverse specialist knowledge.

OUTCOMES

The Business Systems Analyst is required to demonstrate achievement in relation to the following outcomes.

1. Effective working relationships within the unit and across Directorates are established.
2. Objective analysis and re-engineering of business processes to maximise quality of service and cost effectiveness is performed.
3. Business requirements and activities for applications development are defined.
4. Appropriate design, configuration and testing activities and documentation (technical specifications and workflow processes) are developed in accordance with applications environments.
5. Projects across all levels of stakeholders are developed and monitored.
6. Active involvement and cooperation with Business Analysts, Solutions Architects and Systems Officers is undertaken.
7. Expected outcomes are provided within available resources and customers are satisfied.

SELECTION CRITERIA

The following selection criteria are identified as being required to achieve the outcomes in the context of this position.

1. Demonstrated highly developed skills and experience in the development, support, maintenance and implementation of information systems and their application in a large and complex organisation.
2. Demonstrated substantial skills and experience in writing technical specifications, design and testing documentation.

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3. Demonstrated highly developed conceptual, analytical and problem solving skills that demonstrate experience in applying business analysis principles and practices to a complex technical environment.
4. Demonstrated well developed project management skills with the ability to provide high quality services to client management.
5. Demonstrated highly developed verbal and written communication and interpersonal skills, including negotiation and liaison skills with an ability to work with individuals at all levels.

ELIGIBILITY

Employees will be required to obtain a current Department of Education Criminal Record Clearance prior to commencement of employment.

TRAINING

Employees will be required to:

- complete the Department's induction program within three months of commencement;
- complete any training specific to this role required by Departmental policy; and
- complete the Department's training in Accountable and Ethical Decision-Making within six months of appointment.

CERTIFICATION

The details contained in this document are an accurate statement of the duties, responsibilities and other requirements of the position.

ENDORSED

DATE 08/11/2017
TRIM REF # D17/0476315