



Business Analyst ICT Business Engagement

Position number	Generic
Agreement	Public Sector CSA Agreement 2019 (or as replaced)
Classification	Level 6
Reports to	Principal Consultant ICT Business Analysis (Level 7)
Direct reports	Nil

Context

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 and communication 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 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.

ICT Business Engagement is the primary entry point to ICT for any new significant effort, project, planning or major change initiative and has responsibility for undertaking the primary, initial engagement with organisational and external stakeholders.

The Business Analysis unit provides a key role in improving both long and short term insights into customer requirements through effective engagement and use of customer appropriate language and terminology to assist the Department's Central Services, shape effective, complete, well-articulated business cases in respect of ICT elements.

Visit education.wa.edu.au to find out more information about the Department of Education.

Key responsibilities

Specialist Services

- Analyse and communicate stakeholder needs by translating business requirements into software requirements.
- Elicit and document business requirements, functional specifications and business rules that are clear and understood by both the business and technical stakeholders.
- Document and evaluate required data and information.
- Analyse business processes to identify opportunities for improvement and design, develop and implement new and enhanced processes to maximise quality of service and cost effectiveness.
- Develop and maintain knowledge of client business processes and make an active contribution to the improvement of these processes through inputs into the development, modification and maintenance of systems.
- Support project management for business process changes (whether legislative, industrial, policy or administratively based).
- Undertake business systems analysis and design, including high-level modelling, process flow modelling and process re-engineering.
- Assist in the design, configuration and execution of functional activities, including thorough testing and documentation in line with the applications environment.
- Work collaboratively with other areas within ICT.
- Help coordinate the implementation activities associated with the change and ensure the communication of the change is effectively managed.
- Work directly with enterprise architects, resource planning and project teams, Business Systems Analysts and Systems Officers.
- Provide input into the development of appropriate design, configuration and testing activities and documentation (functional specifications and workflow processes) in accordance with applications environments.
- Develop and monitor projects across all levels of stakeholders.
- Expected outcomes are provided within available resources and customers' needs are met.

Branch Support

- Contribute 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.
- Contribute to change management projects relevant to the Branch.
- Represent the Branch, as required, on Directorate committees and working parties.

Customer and Stakeholder Support and Liaison

- Maintain a focus on customer service delivery and continuous improvement of services.
- Develop and maintain effective communication links and working relationships within the unit and across Directorates to ensure access to diverse specialist knowledge.
- Develop and maintain effective stakeholder relationships.

Selection criteria

1. Demonstrated substantial knowledge and experience in business analysis best practices, methodologies and frameworks.
2. Demonstrated substantial skills in consulting with business to develop business requirements, driving process redesign, and defining functional and systems requirements.
3. Highly developed conceptual, analytical and problem solving skills that demonstrate experience in applying business analysis principles and practices to a complex application 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, and the ability to work with individuals at all levels.

Eligibility and training requirements

Employees will be required to:

- obtain a current Department of Education Criminal Record Clearance prior to commencement of employment
- complete the Department's induction program within three months of commencement
- complete any training specific to this role required by Departmental policy
- 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 responsibilities and other requirements of the position.

ENDORSED

Date 18 June 2020
Reference D20/0293507