



Business Systems Analyst Integration, Build and Deployment

Position number	Generic
Agreement	Public Service and Government Officers CSA General Agreement 2017 (or as replaced)
Classification	Level 6
Reports to	Manager, Solutions Architecture and Systems Analysis (Level 8)
Direct reports	Nil

Context

For information with respect to the Department go to the [Department](#) website.

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:

Collaborative: We work in partnership with our customers.

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

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

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.

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.

Key responsibilities

Specialist Services

- Analyse and translate stakeholder needs from business requirements into implementable software requirements, configurations and solutions.
- Document and evaluate required data and information.
- 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.
- 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 appropriate design, configuration and testing activities and documentation (technical specifications and workflow processes) in accordance with application environments.
- Support project management for business process changes (whether legislative, industrial, policy or administratively based).
- Undertake business systems analysis and design, including data modelling, process flow modelling and process re-engineering.
- Undertake business (functional) specification preparation, including the design of business rules.
- Provide advice on current business process analyses, including suggested improvements.
- Design, configure and execute the functional activities, including thorough testing and documentation in line with the applications environment.
- Help coordinate the implementation activities associated with the change and ensures the communication of the change is effectively managed.

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 maintains effective communication links and working relationships to ensure access to diverse specialist knowledge.

Selection criteria

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.
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 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

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