

BUSINESS SYSTEMS ANALYST

Position Number:	LPB044	Classification Level:	General Division, Level 5
Division:	Corporate Services	Reports to:	Manager Information Technology
Team:	Information Technology	Supervises:	0 FTE

Operational context

The Legal Practice Board (**Board**) is the primary designated local regulatory authority under the *Legal Profession Uniform Law (WA)*. The Board's mission is to be an effective, efficient and innovative regulator of legal services in Western Australia. The Corporate Services Division provides the full range of business services to facilitate the achievement of this mission including financial management, human resources, information technology and management and the Policy, Strategy and Outreach team. The Information Technology team is responsible for the development, implementation and delivery of contemporary information and communication technology systems and services.

Role overview

The Business Systems Analyst plays a critical role in bridging the gap between business needs and technology solutions. They are responsible for understanding the Board's business requirements and translating them into detailed system specifications. This role involves analysing business processes, identifying areas for improvement, and recommending technology-driven solutions that align with the Board's strategic goals.

Key Accountabilities

- Evaluates and analyses business processes and systems, anticipating business requirements, identifying opportunities for improvement and digital transformation and develops and implements solutions aligned with Board objectives.
- Engages with Board staff and stakeholders to determine analytical and reporting requirements needed to monitor key performance indicators and other benchmarks to assist with decision-making.
- Conducts effective tests, coordinates user acceptance training where required, analyses results, documents and reports observations.
- Develops and maintains end user training, support documentation, procedures, manuals and guides.
- Undertakes research and analysis of and for systems development.
- Monitors trends and developments in technologies relevant to the Board's business systems and services.
- Liaises with third-party vendors in relation to the functionality of business applications and related software and hardware.
- Establishes and maintains effective working relationships with internal and external stakeholders.
- Performs other duties as required.

Work related requirements

To be read in the context of the preceding sections of this document.

Essential

1. Demonstrated knowledge and experience in a business systems analyst role contributing to the development of business systems strategies and supporting and administering systems such as Finance, Human Resource Information Systems and customer service and interface systems.
2. Sound research, conceptual and analytical skills, with experience working on complex issues and collaborating with business stakeholders to gather requirements, define system needs and create functional specifications and project documents.

3. Proven interpersonal and communication skills with the ability to build positive relationships, consult, negotiate and communicate with all levels of management, staff, stakeholders and service providers.
4. Demonstrated ability to work autonomously and as part of a team.

Desirable

5. A relevant tertiary qualification or current and active progress towards attainment e.g. Computer Science, Information Technology, Business Administration or a related field.
6. Project management experience or an understanding of project management frameworks and methodologies (Agile, Waterfall).

Reporting Relationships

There are no direct reports to this position.

Our Values

Our values underpin everything we do, they guide the way we conduct our work, how we engage with each other and deliver services to our customers. The ability to demonstrate how you will apply our values is important to us.



Special Equipment/Requirements

Appointment subject to satisfactory National Police History Check and 100 point identification check.

Position Certification

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

SIGNATURE

EXECUTIVE DIRECTOR

19 May 2025

DATE