

Position Description

Position Title: Senior IT Business Analyst (12 month contract)
Reports to: Software Applications Manager
Business Group: Corporate Services
Location: 12-22 Rothschild Ave, Rosebery NSW 2018
Date: January 2012
Reference Number:

JOB PURPOSE

The Senior IT Business Analyst plays an important role underpinning the delivery of software and infrastructure enhancements to a range of software systems at UNSW Global. The successful applicant will utilise a variety of proven skills to provide effective and efficient support, particularly in the areas of project coordination, requirements definition, and quality management.

ENVIRONMENT

UNSW Global is the not-for-profit international education, training and consulting company of the University of New South Wales (UNSW). Established in 1999, the company is a wholly-owned enterprise of UNSW. The company has a specific brief to support the international initiatives and activities of the University and to provide educational activities in the non-degree market. UNSW Global seeks to leverage and enhance the UNSW brand in all its activities, well beyond the University's national and regional boundaries and borders.

UNSW Global has three core areas of expertise:

- Education and training,
- Educational measurement and assessment, and
- Consultancy services

These activities are currently managed through five Business Units:

- UNSW Foundation Studies
- UNSW Institute of Languages (UNSWIL)
- Educational Assessment Australia
- Unisearch Expert Opinion Services
- UNSW Global Networks & Recruitment

The Business Units are supported by a Corporate Services group with responsibility for new business development, financial management and reporting, human resources management, marketing and communications, IT and facilities management, corporate governance, student support and student welfare.

The company also manages the University's offshore operations in Hong Kong, India, Singapore, Thailand and Vietnam including the student recruitment firm Australian Education Consultancy Limited (AEC) in Hong Kong.

KEY TASKS AND ACCOUNTABILITIES

1. Develop high-quality system requirements definitions through a process of active consultation with stakeholders
2. Communicate and explain business requirements to technical staff and other members of the delivery effort
3. Estimate the effort required for delivery of defined requirements in liaison with the delivery team
4. Identification of potential improvements to business processes and activities through active consultation with stakeholders
5. Coordination of project delivery efforts under the direction of a Project Manager
6. Validation of changes to Information Technology (IT) systems through a process of active consultation with stakeholders
7. Testing and verification of changes to IT systems ahead of release for business acceptance
8. Planning and coordination of business acceptance testing
9. Participation in all stages of the systems development life cycle including inception, elaboration, construction and transition

CONSTRAINTS / AUTHORITY LEVELS

The Senior Business Analyst works within the broad framework of the IT department and the policies of UNSW Global and the University of New South Wales.

The position holds no financial delegations.

CHALLENGES

- Rapid development of business understanding
- Rapid development of understanding for a collection of complex software systems which underpin business operations
- Working with a variety of stakeholders, often with different perspectives and priorities
- Provision of effective delivery leadership to staff with both technical and non-technical backgrounds
- Time pressured delivery of high-quality results in response to project requirements and constraints
- Development and maintenance of strong knowledge across a variety of complex software systems and technologies
- Effective communication with a variety of stakeholders and peers with both technical and non-technical backgrounds
- Responsibility for delivery of effective results in a changing and dynamic environment.

SELECTION CRITERIA

Essential criteria

1. The ideal candidate will have 5+ years of experience in professional business analysis roles
2. Excellent planning, reporting and documentation skills
3. Excellent communication, negotiation and relationship management skills, including experience coordinating project delivery efforts
4. Ability to work under pressure with multiple competing priorities
5. Demonstrated ability to develop high-quality requirements documentation in relation to IT systems
6. Experience with analysis, documentation and optimisation of business processes
7. Detailed understanding of Use cases and the UML
8. Ability to test complex software changes and assess them for correctness against business requirements
9. Willingness to learn, take direction and strive for outstanding results

Desirable criteria

- Knowledge of software and infrastructure focused information technologies
- Experience in the Education and/or Assessment industries
- Experience with the design and development of multi-lingual software applications
- Understanding of e-commerce applications including identity management
- Experience with Microsoft SharePoint 2010

SALARY RANGE

A remuneration package up to \$A120,000 which includes 9% superannuation, commensurate with qualifications and experience will be negotiate with the successful candidate.

OCCUPATIONAL HEALTH AND SAFETY STATEMENT

All staff are expected to comply with all health and safety policies and procedures of the company and take all reasonable care to ensure actions do not impact on the health and safety of staff and visitors to the company.

EQUITY AND DIVERSITY

All staff and students at UNSW Global are entitled to enjoy an environment that is fair and equitable and free from harassment. In order to achieve this, staff have the following responsibilities:

- foster a working environment that is respectful of workplace diversity; and
- cooperate with UNSW Global's activities relating to compliance with equal opportunity legislation.

Staff with management responsibility must take all reasonable steps to ensure that the work environment is free from discrimination, vilification, and sexual harassment.

CODE OF CONDUCT

UNSW Global is strongly committed to a set of values and behaviour that are key to the enhancement of the working environment for all staff. UNSW Global is committed to:

- the highest ethical standards;
- an environment free from discrimination and harassment; and
- respecting and valuing the diverse communities it serves.

UNSW Global seeks to have staff who:

- behave honestly and with integrity in the course of their employment;
- act with care and diligence in the performance of their duties;
- treat others with respect and courtesy;
- recognise each others worth;
- work and collaborate together to achieve common goals;
- refrain from any form of harassment or intimidation;
- display open and honest communication; and
- seek continuous learning.