

Success Profile

IT Business Analyst

The IT Business Analyst's number one focus is to partner closely with Aruma's key stakeholders and staff, to facilitate end to end solution requirements definition and delivery, to support the transformation of our business with IT driven solutions.

Reports To	Manager, Transformation and Program Management
Direct Reports	Nil
Level	TBA
Date Prepared	December 2019

We're guided by our Purpose and Values

Our Purpose is the reason we exist, and at Aruma that is:

Supporting people to live a great life, the life they want, the life they choose.

Aruma is also BRAVE. That's what makes us a trailblazer. Being part of our team means you need to meet our BRAVE behaviours.

Bold - we speak up; Respectful - we respect each other; Authentic – we do what we say; Value Teamwork – we do things together; Excellent – we do things well.

We're the trusted partner of over 5000 people with a disability throughout the east coast of Australia. Aruma puts our customers first. And to do this we need employees who are brave, bold, and who dare to think differently.

What success looks like...

Aruma is seeking a highly experienced IT Business Analyst to support the Aruma IT Transformation Program; working closely with the Finance and IT Transformation functions to support the selection of a new ERP solution and other Transformation program initiatives.

- A flexible, pragmatic and natural problem solver with strong communication skills, ability to engage stakeholders and elicit information to inform decision making.
- Demonstrated avidity to understand end to end business context, strategic objectives and rationale for decision making
- Use business analysis elicitation techniques to capture and understand As Is and To Be processes and perform Gap Analysis by engaging with Finance, Business and IT SME's

- Perform Market Assessments on viable software solutions to select vendors that meet identified business requirements and selection criteria
- Strong understanding of core business systems with ability to perform problem gap analysis, develop functional and technical documentation and work with development teams to support implementation.
- Hands-on, tracks and reports on progress and delivery against objectives

A day in the life of an IT Business Analyst...

Business Analysis

- Lead the requirements gathering, market assessment and selection of a new ERP solution for the organisation
- Collaborate with Finance, Business and technical SME's to facilitate all stages of the planning process
- Capture and conduct analysis on business processes to perform As Is and To Be process mapping and gap analysis to determine functionality prioritisation
- Lead the tender process to develop the tender strategy, competitive comparison matrix, selection criteria, evaluation process, project plan, governance and resourcing
- Facilitate broad stakeholder workshops to support information gathering

Systems and Data Analysis

- Support various projects to evaluate and develop improved solutions and options within Aruma's IT software suite
- Systems include all aspects of general systems through to Finance, CRM, Workforce Management, HR, Risk and Incident Management systems
- Demonstrated experience reviewing, documenting and analysing complex business processes
- Strong data analysis techniques and skills
- Support process mapping within system integration projects

Stakeholder Engagement

- Confident, collaborative, articulate communicator who understands objectives and able to interpret direction
- Ability to communicate beyond IT and understand what systems support business needs
- Skilled in translating high level business requirements into tailored system and solution technical solutions and communicating effectively with broad business stakeholders
- Work closely with IT project teams to understand the complexity and degree of change to existing processes, systems, structure and job roles
- Excellent presentation and communication skills, relationship building and interpersonal skills including facilitation and workshop skills
- Build strong working relationships with internal stakeholders, vendors, suppliers and customers

Working Relationships

- Develop positive, collaborative working relationships with the following key stakeholders:
 - Chief Finance Officer and Finance team members
 - Executive Leadership Team members as required
 - Manager, Transformation and Program Management
 - Transformation Project Leads and team members
 - Project reference groups and steering committees
 - Key stakeholders from all business areas impacted by change
 - Vendors, consultancies and suppliers as required
 - Other internal stakeholders as required

Skills and Experience which will make you stand out

Must have's

- A commitment to Aruma values and Code of Conduct
- A positive attitude to people with disability, their families and carers
- **15+ years' experience as a Senior Business Analyst** within the IT/Technology/Transformation functions
- **Degree in Business, IT or Finance** and/or relevant practical experience
- Core systems business analysis experience (ERP, Finance, HR, CRM, Risk etc)
- Tender preparation and planning for new software implementations
- End to end functional and non-functional business analysis skills
- Highly effective communication skills (verbal and written)
- Workshop presentation and facilitation skills
- Strong administration skills; time management, coordination of tasks
- Excellent computer literacy and confidence and capability in using systems
- Excellent stakeholder relationship building skills
- Ability for interstate travel and flexible working across sites
- Own transport & drivers' licence

Nice to have's

- Current CBAP Certification (Certified Business Analysis Professional)
- Experience with selecting new ERP, Finance, HR, BI systems
- Experience working in the Disability Sector
- Understand Project management principles and lifecycles
- Knowledge of MS Sharepoint for document management

Signed: _____

Date: _____

Print Name: _____