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# Position description –Business Analyst

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| Work level | 3 |
| Group/team | Business Solutions |
| Reporting to | Project and Process Delivery Manager |
| Direct reports | Nil |
| Employment type | Fixed Term – 24 months |
| Vision, mission and values |
| Beyond Blue*’s* vision is that all people in Australia achieve their best possible mental health. Our mission is to promote good mental health. We create change to protect everyone’s mental health and improve the lives of individuals, families and communities affected by anxiety, depression and suicide.All employees are expected to act in accordance with Beyond Blue*'s* values, which are **Collaboration, Respect, Enthusiasm, Excellence, Innovation and Integrity.** |
| Position purpose |
| Beyond Blue is moving through a phase of significant technological transformation that is targeted toward major business improvement across the organisation. An experienced Business Analyst (BA) is required to support several change activities. The changes specific to this role are our new People and Culture Systems and Employee Experience Projects.Reporting to the Project and Process Delivery Manager, the BA, will support the Project Managers in the design and implementation of new services successfully across the business and into IT BAU operations. The BA will be required to work closely with the PMs, Business Sponsors, SMEs and the IT Team and the to deliver the objectives outlined in the recently approved Business Transformation Strategy and Business Game Plans, focusing on technology solutions that are agile, efficient, reliable and resourceful. The BA will support the IT team and business projects employing their business systems analyst skills and knowledge whilst fostering collaborative relationships with the business and key program stakeholders. They will, as required, support the delivery of initiatives in all stages of the solution lifecycle from strategy documentation through initial solution sourcing and selection, implementation and handing over to ongoing operations. |
| Accountabilities |
| * Work with the business to gather requirements and guide the Executive Team through the required technological changes to the business.
* Work with the business and IT team members to implement technology solutions that are agile efficient, reliable and resourceful in line with the IT Strategy
* Apply appropriate techniques and tools to model analysis and design outcomes that drive lean and effective business processes
* Document as-is (current state) and to-be (future state) business processes.
* Define scope, business drivers, business needs for BT initiatives.
* Take a lead role in development of business cases that include cost-benefit analysis.
* Facilitate the fit/gap assessment and assist in identifying system solution gaps, analysing requirements and determining benefit impacts.
* Data gathering through interviews, workshop facilitation or document review
* Document integration or data migration requirements when required
* As required, guide or assist projects, in developing the Business Requirements for IT system solutions - in accordance with project/program standards.
* As required support projects in the development and documentation of system configuration requirements.
* Actively lead the preparation for and the conduct of requirements elicitation or solution design workshops.
* Manage the traceability of the Requirements and their resolution for their respective functional area throughout the respective project’s lifecycle.
* Actively participate and lead the preparation of assigned BT workstream IT related deliverables and other IT Applications or Infrastructure documentation.
* Report weekly status, issues and potential risks to the IT Project Manager, BT Program Manager or IT Manager as required.
* Prepare high quality written documents as required – including briefing papers, project management documentation, procurement documents, business cases.
* Build strong working relationships with key business stakeholders and selected solution providers.
* Work with the IT PM and business representatives to ensure people impacts are identified and managed.
* Ensure all administrative and reporting responsibilities are provided for including collating reports, preparing briefing notes and reports, facilitating meetings and workshops.
* Ensure that all work is socially inclusive and respectful of diversity.
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| Selection criteria |
| Education/qualificationsEssential* A Bachelor’s or Postgraduate degree in Information Technology (IT) / Information Systems (IS) or an Engineering or Business degree with a heavy focus on IT/IS

Desirable* Education or training in the Business Analysis Body of Knowledge (BABOK)
* Training in Lean and / or Six Sigma methodologies
* Agile Certified Scrum Master/Product Owner
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| Knowledge/skills/experienceEssential* Minimum of 5 Years of Business Systems Analyst / IT Business Analyst experience
* Proficient in the use of JIRA, Confluence and Visio
* Experience in system/application enabled business process change.
* Systems analysis and/or business process analysis experience in at least 2 organisational wide business change project.
* Experience in process modelling (BPMN) and data modelling and Use Case development.
* Experience in employing different diagramming techniques such as context diagramming, decomposition diagramming.
* Experience in requirements documentation, analysis and management
* Proven experience in planning, conducting and documenting the outcomes from data gathering employing elicitation techniques including facilitated workshops, meetings, document review, survey/questionnaires.
* Experience in developing and leading test cases based on business process/requirements.
* Experience in Business Case development and the development of the supporting Cost/Benefit models.
* Experience in the development and then practical usage of data, applications and technology layers of Enterprise Architecture.

**Skills*** Ability to analyse documents and elicit requirements using a strong eye for detail.
* Strong verbal and written communication skills to ensure clear communications with internal customers for the purposes of requirements elicitation & documentation, solution definition, and issue resolution.
* Strong workshop facilitation and meeting management skills.
* Process and data requirement documentation skills.
* Ability to efficiently complete and present deliverables in Microsoft Visio, Excel, Word and PowerPoint using medium to advanced knowledge in these tools.
* Ability to proactively identify areas for improvement, present alternative solutions to problems and gather the resources required to undertake the resolution of issues.
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| Team structure and relationships |
| Team Structure * The role will report to the Project and Process Delivery Manager.

Internal* Liaise/work closely with the IT Manager or IT Project Managers as required for assignment of tasks, and reporting progress and issues
* Liaise/work closely with other members of the BT or IT teams as required for assigned tasks
* Liaise/partner with internal business representatives, specialist teams to ensure requirements are elicited, understood, documented, met
* People and Culture Team as key stakeholders

External* Liaise/work closely with relevant suppliers and providers in project delivery
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| Extent of authority |
| As per the Delegations of Authority Policy |
| Health, Safety and Wellbeing |
| Beyond Blue is committed to ensuring the physical and psychological health and safety of all employees, contractors and other people involved in our business activities. Our people are expected to comply with our Health, Safety and Wellbeing policy. |

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| Prepared by | Richard Wolf | Date |  |
| Approved by |  | Date |  |
| Employee sign off |  | Date |  |