

Position title	ICT Business and Systems Analyst
Reports to	IT Manager
Award agreement	Health and Allied Services, Managers and Administrative Workers (Victorian Stand-Alone Community Health Services) (Multi Employer) Enterprise Agreement
Classification	Management and Administration Officer Grade 3

About Your Community Health

Your Community Health is a progressive, high quality, independent community health service. It provides a wide range of community-based health and social support services including primary care, allied health, oral health, mental health, harm reduction, social support and health promotion services. Our three comprehensive health centres are located in Darebin, but we are here for everyone in the diverse communities across Melbourne. We work in partnership with our communities and other services using a combination of outreach, home-based and centre-based activities and co-located services.

More information is available at: www.yourch.org.au

Vision	Health and wellbeing for everyone
Purpose	We partner with people and communities to deliver health and wellbeing services and promote equity
Our organisational values	<p>Courage</p> <ul style="list-style-type: none"> • We are progressive • We are creative and resourceful • We challenge the status quo for the benefit of our communities <p>Empathy</p> <ul style="list-style-type: none"> • We are caring and inclusive • We celebrate and value diversity • We work collaboratively and respectfully <p>Integrity</p> <ul style="list-style-type: none"> • We are ethical, honest, reliable and fair • We listen and are accountable to our communities • We earn and build trust <p>Achievement</p> <ul style="list-style-type: none"> • We are outcomes-focused • We are adaptable and always learning • We continuously improve • We are creative and resourceful

Statement of Inclusivity

Your Community Health is committed to providing an inclusive and accessible environment where people and communities of all identities and backgrounds (including but not limited to, ethnicity, faith, socio-economic circumstance, sexual orientation, gender identity, ability, bodies, migration status, age and Aboriginal and Torres Strait Islander descent) are accepted, safe and celebrated. We achieve this through the guidance of our values and principles.

Your Community Health understands the need to ensure that meaningful inclusion is built into the organisational DNA and to create an environment that attracts team members that reflect the communities we serve.

Your Community Health look to actively encourage members applications from of the LGBTIQA+, Aboriginal and Torres Strait Islander peoples, Disability, culturally and linguistically diverse communities and those with lived experience in areas in which we work. We work to address barriers in full participation.

About the IT team

Sitting within the Corporate Services Directorate, the IT Team is integral to supporting the operations of YourCH and is responsible for IT support, infrastructure and security, and data and systems. IT is a flexible team and will work with team members to ensure positions be shaped (to a degree) around your strengths and new learning areas.

As part of YourCH we are passionate and enthusiastic staff working towards our vision of a health and wellbeing for everyone and creating an environment that is inclusive and representative of the communities in which we serve.

Position Purpose

As the ICT Business and Systems Analyst, you work closely with multiple YourCH departments. You come to understand their activities, business processes, and responsibilities, as well as how information systems support each function. You work with users to identify and document system requirements, develop system plans and documentation, and review and evaluate existing systems. You also design and modify systems to better meet business needs, support information flows, and enable effective data reporting for departmental areas. In parallel, you become the in-house subject matter expert for the information systems you oversee, developing a deep understanding of their configuration and features to ensure they are used effectively across the organisation.

The role is required to apply and support Maica & Salesforce client and associated applications in a dynamic, not for profit and community health context.

Position Responsibilities

- Business engagement, requirements, and continuous improvement
 - Act as the main contact for assigned business areas on all matters related to the business information system.
 - Work directly with users to identify, analyse, document and confirm business requirements.
 - Investigate and document current business processes, procedures and work practices.
 - Act as a trusted advisor, providing clear guidance and input into system and solution decisions.
- Process improvement and solution design

- Analyse business processes to identify inefficiencies, risks and improvement opportunities.
- Recommend optimal business practices, supported by appropriate system functionality and behaviour.
- Develop functional and system specifications for contractor developers and vendors.
- Use data and process modelling techniques to clearly describe system behaviour and integration needs.
- Consult with users, developers and vendors to design and improve websites, applications and enterprise systems.
- Systems configuration and change delivery
 - Maintain a strong understanding of each system's capabilities, configuration options, and limitations.
 - Configure systems where appropriate, or work with vendors to design and deliver changes.
 - Manage system changes end-to-end with business areas, including scope, impacts, and readiness.
 - Identify opportunities to integrate systems and simplify processes across the organisation.
 - Proactively propose and implement process automation solutions using available tools (for example, SharePoint and Microsoft platforms).
- Project and change management
 - Apply project and change management principles and methods to plan, cost, resource and manage system initiatives.
 - Take accountability for deploying functional solutions, including:
 - Test planning and execution
 - Coordinating user acceptance testing
 - Ensuring system quality, integrity, and business sign-off.
 - Act as the central reference point for system-related project information and decisions.
- Reporting, data, and insights

As a secondary responsibility, acting as a backup to primary data and analytics resources where required.

 - Design and deliver reports, dashboards, and business intelligence for assigned functional areas.
- Training, documentation, and adoption
 - Create clear user, system, and training documentation.
 - Deliver train-the-trainer training sessions and support materials to enable the successful adoption of new or changed systems.
 - Provide post-implementation support to ensure solutions are used effectively and consistently.

Position Requirements

Qualifications, Registrations and Licenses

- Tertiary qualification or proven professional experience in Information Systems.

- Tertiary qualification or proven professional experience in Business Analysis.
- At least five years of relevant experience.

Skills, Experience and Competencies

- Ability to learn new systems and perform configurations (create workflows, develop forms, reports, data uploads, etc.)
- Ability to represent business processes
- Understand integration between information systems and data reconciliation
- Experience with Maica CRM , Salesforce Cloud Administration, FormTitan
- Experience with business intelligence tools (Power BI, Tableau, etc.) [Desirable]
- Experience with SharePoint (MS Forms, Power Automate, MS Teams configuration, etc.) [Desirable]

Expected behaviours for all YourCH team members and volunteers

- Support the provision of services that are inclusive, safe and high quality.
- Maintain staff, volunteer and client confidentiality at all times.
- Work in partnership with the community, clients and staff to achieve our vision.
- Ensure an inclusive and safe workplace for clients, visitors, volunteers and staff.
- Work in accordance with Your Community Health Policies and Procedures.

General

- Your Community Health requires declarations and personal information relevant to employment. The collection and handling of this information will be consistent with the requirements of the Information Privacy Act 1988.
- The successful applicant is required to provide evidence of eligibility to work in Australia.
- Employment is contingent on a satisfactory Police Records Check, valid Working with Children Check, and NDIS Worker Screening check clearance (when required). Where the preferred applicant has lived or worked overseas for a continuous period of 12 months or more within the past 10 years, they are required to provide an international police check for all countries that they have lived in for that period of time.
- Applicants who are not currently employed by Your Community Health are required to complete a Pre-existing Illness/ Injury Declaration Form.
- Management, in consultation with the staff member, reserves the right to modify this position description when required.

Relationship to Performance Development and Review Plan

This position description operates in conjunction with, and forms part of the relevant individual Performance Development Review Plan aligned to the organisational Strategic Plan. An initial performance review will take place six months following commencement of employment and then on an annual basis

Your Community Health is an equal opportunity employer and encourages individuals of diverse backgrounds including those from the Aboriginal and Torres Strait Islander, Disability, Culturally and Linguistically Diverse and LGBTIQ+ communities to apply.

Agreement: I have read, understand and accept the role as outlined in this position description.

Name	
Date	
Signature	

