



position description

Job Title:	Business Analyst - IDT
Position ID:	NEW
Location:	Yuggera/ Turrbal Milton
Division/Programme:	ID&T
Immediate Manager:	Head of Technology and Security

about us

yourtown is a trusted provider of services for young people, with a focus on mental health and wellbeing, long-term unemployment, prevention of youth suicide, child protection, as well as support for those experiencing domestic and family violence.

We exist to help young people realise they can tackle whatever life throws at them. To believe in their unique strengths, tenacity and self-determination, to identify and create the path they want for themselves.

Our goals are achieved through genuine collaboration with community, we depend on the support of donors, sponsors, governments and Art Union supporters to fund our vital services, to give children and young people the confidence to rise up and keep moving forward to achieve their potential.

yourtown has a zero-tolerance approach to abuse and we believe that Safeguarding is a shared responsibility of all, for all.

purpose of the position

The Business Analyst- IDT enables the successful delivery of technology and digital initiatives by analysing business needs, defining requirements, and supporting the design of fit-for-purpose solutions. Working closely with stakeholders and Agile delivery teams, the role ensures solutions are aligned to business objectives and deliver measurable customer and operational outcomes.

Responsibilities

May include, but are not limited to:

- Requirements elicitation and analysis
 - Engage with business stakeholders to gather, understand, and document requirements, objectives, and business needs.
 - Analyse current and future state processes, identifying opportunities for improvement and optimisation.
 - Translate business needs into clear, structured requirements, ensuring alignment with strategic outcomes.
- Agile delivery and backlog readiness
 - Partner with Product Owners to shape and refine backlog items, ensuring they are clearly defined and prioritisation-ready.
 - Develop user stories, acceptance criteria, and supporting artefacts to enable efficient delivery.
 - Participate in Agile ceremonies including backlog refinement, sprint planning, and showcases.

- Ensure work entering delivery meets “definition of ready” standards to support smooth and predictable execution.
- Solution design and delivery support
 - Collaborate with technical teams, vendors, and subject matter experts to design fit-for-purpose solutions.
 - Provide business context, impact analysis, and requirements clarification throughout delivery.
 - Ensure solutions consider end-to-end processes, system integrations, and business impacts.
- Platforms, systems and business applications
 - Support initiatives across digital platforms, business applications, data and reporting solutions, integration services, and operational systems.
 - Ensure requirements reflect customer, workforce, and business needs across relevant processes and touchpoints.
 - Work across business and technology teams to support successful solution delivery and adoption.
- Stakeholder engagement and communication
 - Act as a key liaison between business stakeholders and delivery teams, ensuring shared understanding of requirements and priorities.
 - Facilitate workshops, discovery sessions, and requirements validation activities.
 - Communicate requirements, impacts, and dependencies clearly to both technical and non-technical stakeholders.
- Testing, validation and continuous improvement
 - Support testing and validation activities to ensure solutions meet business requirements and stakeholder expectations.
 - Identify and resolve requirements gaps, defects, risks, and improvement opportunities.
 - Contribute to continuous improvement initiatives, leveraging feedback, insights, and lessons learned to enhance delivery outcomes.
- Demonstrate an understanding of and meet the requirements of the position and all performance expectations including:
 - Maintaining currency of knowledge with regards to relevant legislation, professional practice and emerging trends to ensure advice is current and effective.
 - Participating in other duties and cross-functional teams as may be required, in order to achieve efficient and effective **yourtown** services.
 - Participating in and meeting the expectations as agreed pursuant to the Organisational Performance Framework.
 - From time to time assist in other locations and travel intrastate, or interstate, as required.

at **yourtown** our team members:

- Adopt a culture of individual and organisational accountability, shared mission, mutuality of respect and responsibility, growth mindset and continuous improvement.
- Invest in their own ongoing professional development and leadership capability through active learning, seeking and giving feedback, and participating in **yourtown** leadership impact opportunities.

- Solve team and organisational problems using a super team approach leveraging cross functional capabilities and skills with diverse thinking to create a future ready workforce.
- Engage respectfully and meaningfully with Aboriginal and Torres Strait Islander communities, stakeholders, clients, and colleagues. Actively support initiatives identified in **yourtown**'s Stretch Reconciliation Action Plan.

selection criteria

Essential knowledge, skills and experience

- Tertiary qualification in Business, Information Technology, Digital Technology, Commerce or a related discipline and 4+ years' experience in Business Analysis, technology delivery, systems implementation, or business transformation environments, or 6+ years' equivalent professional experience.
- Proven experience eliciting, analysing, documenting, and validating business and functional requirements across technology, digital, or business initiatives.
- Demonstrated experience working within Agile or hybrid delivery environments, collaborating with Product Owners, delivery teams, and stakeholders to support successful outcomes.
- Proven ability to translate business needs into user stories, acceptance criteria, process models, and other delivery-ready artefacts.
- Strong stakeholder engagement, facilitation, and communication skills, with the ability to work effectively across business and technical audiences.
- Demonstrated experience supporting solution design, testing, and implementation activities to ensure delivered solutions meet business requirements and objectives.
- Experience analysing business processes and identifying opportunities to improve customer, workforce, and operational outcomes.
- Advanced communication skills, including facilitating workshops, preparing business documentation, and presenting recommendations to stakeholders.

Desirable knowledge, skills, abilities:

- Experience supporting delivery across enterprise platforms, business applications, customer-facing systems, data and reporting solutions, or integration services.
- Familiarity with platforms such as CRM, CMS, service management, data and reporting, integration, or similar enterprise technology ecosystems.
- Experience working within scaled Agile or multi-team delivery environments.
- Business Analysis certification (e.g. CBAP, BABOK-aligned training) or Agile certifications.

requirements

The Business Analyst - IDT must always:

- Comply with the relevant state or territory requirements for working with children (e.g. holding a current Working with Children Check as required).
- Maintain a satisfactory National Criminal History Check (police check).
- Possess a valid unrestricted Driver's Licence.

- Comply with **yourtown**'s immunisation requirements (in line with workplace health policies).
- Demonstrate professional conduct, behaviour and communication that is in line with **yourtown**'s Values and Behaviours as outline in the Code of Conduct.
- Maintain confidentiality and discretion in all matters relating to colleagues, clients, and organisational information.
- Align to our mutual commitment to safety and wellbeing for self and others in all **yourtown** workplaces and work-related activities.
- Uphold the **yourtown** safeguarding commitment in every aspect of the role, ensuring the safety and wellbeing of children and young people with whom we work.

Review and Version Control				
Version	Authorised by	Approval Date	Effective Date	Comment
V1	Jodie McAloney	21/07/2026	21/07/2026	New position to IDT structure