

POSITION DESCRIPTION

Technical Business Analyst – Housing System Transformation Program

OVERVIEW

PROGRAM	Finance/Corporate Services
POSITION REPORTS TO	CFO
DIRECT REPORTS	Nil
IDENTIFIED POSITION	No; Aboriginal and Torres Strait Islander candidates are strongly encouraged to apply
DATE PREPARED	13.08.2026
AWARD	SCHCADS award Level 7

ORGANISATION CONTEXT

About

Aboriginal Housing Victoria (AHV) is an Aboriginal¹ community organisation responsible for managing more than 1,800 rental properties for Aboriginal people living in Victoria.

Our vision is to ensure that Aboriginal Victorians secure appropriate, affordable housing as a pathway to better lives and stronger communities.

In addition to being the largest non-government Aboriginal housing organisation in Australia, AHV is the lead agency for Victoria's Aboriginal housing and homelessness policy, *Mana-na woorn-tyeen maar-takoort* (Every Aboriginal Person has a Home). As the housing and homeless policy lead in the Victorian Aboriginal community, AHV has a responsibility to work in partnership with the government to secure the resources and reforms to implement the policy, while we support sector development to empower Victoria's Aboriginal community to determine its chosen housing future.

AHV's housing services are targeted at those most in need of support. Through the provision of secure housing by an Aboriginal rental provider, AHV helps strengthen and maintain Aboriginal communities and cultural ties.

Values

Aboriginal cultural values underpin AHV's values. Our values provide an ethical framework within which all decisions are made, and our services are delivered. Our values guide how we relate to our clients, each other and to the Aboriginal and non-Aboriginal community.

Respect and support for Aboriginal identity and culture and for our renters and stakeholders.

Transparency and accountability in providing information, decisions and explanations for scrutiny and to take responsibility for actions and consequences as the foundation of good governance and building trust.

Striving for excellence through our leadership in Aboriginal housing and best practice service delivery.

Integrity, trust and honesty in all our business activities and practices.

Collaborative relationships with our community, renters, government and stakeholders.

Kindness, compassion, courtesy and dignity in our relationships with our clients, our stakeholders and with each other.

¹ Throughout this document the term "Aboriginal" is used to refer to both Aboriginal and Torres Strait Islander people.

Inclusiveness and ensuring that everyone, regardless of their background, abilities or circumstances has equal opportunities to participate, contribute and feel valued.

PROGRAM INFORMATION

The Finance Division's role is to:

- Take a rigorous, systematic and strategic approach to financial management which is integrated into all aspects of AHV's operations and supports business plan activity.
- Effectively manage corporate services ensuring internal needs are met, and value for money is optimised.
- Lead technology assessment and planning across the organisation to achieve optimum solutions that align with AHV's goals and objectives.

PURPOSE OF THE POSITION

Reporting to the CFO, the Technical Business Analyst is responsible for analysing data, gathering requirements, and assisting with the delivery of the Housing System Transformation Program. This is an ongoing position and will be the system owner once the system project delivery is complete. This project is of strategic and operational importance for AHV in reshaping the housing system and core business platform that underpins tenancy management, property maintenance and operational workflows across the organisation. The transformation will deliver a modern, integrated Housing Management System that supports efficient service delivery and improved outcomes for renters, staff, and contractors.

The role is a hands-on, hybrid delivery position requiring the Technical Business Analyst to actively contribute to project execution. The Technical Business Analyst will carry out a variety of project activities such as requirements gathering, system configuration, data analysis, testing, staff training & support, while working alongside implementation partners and vendors to evaluate solution designs and guide key design decisions on behalf of AHV.

This is a unique opportunity to be part of a significant business and technology transformation that will have a lasting impact on AHV, its staff, and the communities it serves. The successful applicant will play a key role in shaping the future of housing services and supporting better outcomes for renters, staff, and contractors across Victoria.

KEY RESPONSIBILITIES

- Assist with project delivery of the Housing System Transformation Program with the key deliverables being the implementation and adoption of a new Housing Management System at AHV.
- Requirements gathering- meet with different teams and document business needs, workflows, and requirements.
- Support solution architecture activities including analysis of business processes, data integrations and configuration options, providing recommendations that balance business needs, technical feasibility and platform best practice.
- System configuration- Translate business rules into functional specifications and configure CRM updates.
- Data management- maintaining data cleanliness, prepare data for migration and assist with data migration.
- Data Analysis- build custom reports and dashboards to track performance metrics.
- Testing & Support- prepare and coordinate User Acceptance Testing, document issues and support the resolution of identified defects.
- Assist with stakeholder communications.
- Document system processes and manage staff training.
- Assist Project Manager with developing project documentation including plans, scope, schedules, budgets, milestones and resource requirements.
- Assist with data migration activities including cleansing coordination, validation and reconciliation.
- coordinate user acceptance testing.
- Assist project manager with the system implementation and business readiness activities to support a successful 'go live'.
- Prepare training materials, user guides, communications and adoption activities.

- Support transition to business-as-usual operations, including operational handover, support readiness and champion ongoing adoption with employees.
- Contribute directly to project tasks as required to maintain delivery momentum and support achievement of project outcomes.
- Perform other duties as directed that fall within the scope of the position and/or the incumbent's knowledge and skills.
- Exercise a duty of care to work safely, taking reasonable care to protect your own health and safety and that of your fellow workers, volunteers and clients including following safe working procedures and instructions.
- After project launch, this position will become the system administrator, responsible for daily administration of the system, providing user support, resolving system issues, managing system updates and enhancements. Lead continuous improvement of the application.

QUALIFICATIONS AND LICENSES

- Tertiary qualifications in Administration/Business Management/Information Technology, Data Analytics or equivalent.
- 3+ years working experience as a Technical Business Analyst in a CRM role.
- Hands on experience with major CRM platforms (Salesforce, Dynamics)
- Familiarity with Microsoft Dynamics 365, Dataverse, Azure and the Microsoft Power Platform is desirable.
- Strong analytical skills with ability to interpret data, map out processes and solve problems
- Familiarity with data visualisation platforms like Tableau, Power BI.
- Clear verbal and written communication with skills in training users.
- Intermediate to advanced IT Business Systems knowledge preferred.

KEY SELECTION CRITERIA

- Awareness and appreciation of Aboriginal societies and cultures and an understanding of the issues affecting Aboriginal people in contemporary Australia and the diversity of circumstances of Aboriginal people.
- Strong Business Analyst and CRM System Administration experience, with experience managing multiple workstreams, competing priorities and tight timeframes.
- Experience participating in or facilitating solution design reviews and technical working groups.
- Experience contributing to solution design, integration, data architecture or platform governance activities
- Exceptional stakeholder management and influencing skills.
- High level interpersonal and communication skills with demonstrated capacity to work collaboratively with other staff to achieve positive outcomes.
- Strong attention to detail along with the ability to manage competing priorities, to work autonomously and under pressure and take direction and responsibility for the effective completion of work.

EMPLOYMENT CONDITIONS

- Terms and conditions of employment as included in the Contract of Employment.
- AHV is an equal opportunity workplace.
- A National Police Records Check and Working with Children Check, satisfactory to AHV, are required before commencement.
- Attendance at mandatory and other training as required.
- Constructive/active participation in key AHV activities, which support renters and the Aboriginal community more generally e.g. AHV NAIDOC Family Day.