

# POSITION DESCRIPTION



<b>Position</b>	Business Analyst
<b>Level/Classification</b>	HEW0708
<b>Reports to</b>	Manager Productivity and Automation
<b>Unit</b>	Digital and Technology
<b>Directorate</b>	CXO
<b>Positions Supervised</b>	Nil

## Position Purpose

Business Analysts work with the designated business areas to understand and identify issues and improvements that could be assisted using Information Technology applications and systems. The position will also be a key contributor in the development and implementation of projects.

## About Murdoch University

Murdoch University is a young and dynamic university with a foundational commitment to the environment, social justice and inclusion, and making education accessible to more people. Founded as Western Australia's second university in 1974, today, Murdoch has more than 21,000 students and 1,700 staff across campuses in Perth, Singapore and Dubai. With more than 90,000 Alumni, Murdoch graduates can be found all over the world, making a positive difference.

Our Strategy – Ngala Kwop Biddi. Building a brighter future, together – guides the University's direction and reaffirms our shared purpose to change lives and society for the better through accessible education and research.

The Strategy is focused on three key themes:

- Sustainability: Be a leading university in education, teaching and translational research in sustainability.
- Equity, Diversity, and Inclusion: Build a welcoming, diverse and inclusive community.
- First Nations: Become the University of first choice for First Nations peoples.

Murdoch is also committed to building engagement with our local community, State, nation, and global society with a track-record in creating strong partnerships with business, government and industry.

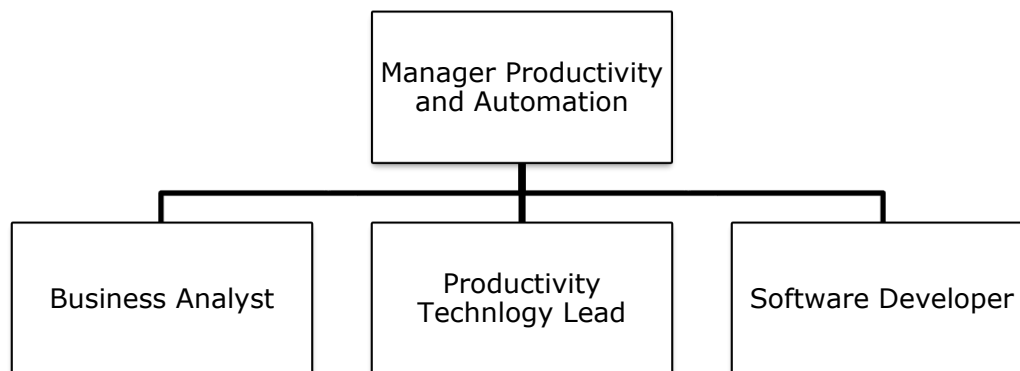
## About the Work Area

Digital and Technology (Digitech) is a critical partner in delivering innovative technology leadership and delivery excellence in advancing the University's strategic goals. Our teams provide key services across:

- IT Planning and Governance
- Solutions Delivery
- IT Operations

In support of the University Strategic Plan, Digitech seeks to drive the transformation of a truly innovative digital technology experience in creating a vibrant campus for students, researchers, business, industry, start-ups, health sectors, local and global investors, alumni and the broader community to come together to learn, innovate, and collaborate

### Reporting Relationships



### Key Responsibilities/Duties

- Actively build and maintain effective partnerships with a diverse group of stakeholders to determine business requirements for projects.
- Serve as the conduit between business units and IT groups to develop a clear and concise set of business requirements in collaboration with the business and technical groups established to support these processes.
- Analyse and evaluate information gathered from multiple sources to determine and document business requirements.
- Undertake workshops with project stakeholders to define and analyse requirements.
- Conduct user acceptance testing, developing reusable test cases, coordinating testing cycles and reporting testing outcomes.
- Deliver appropriate user focused system documentation including user manuals, quick reference guides, user help documentation and training materials.
- Deliver appropriate enterprise architecture documentation including business process maps and technical documentation.
- Provide support to project managers as directed.

- From an ITS context, represent the project in various governance and project forums.
- Publish periodic status reports.

## **Selection Criteria**

### **Essential**

- Postgraduate qualifications and extensive relevant experience, or an equivalent combination of relevant experience and/or education/training.
- Proven track record in business analysis
- Developing quality business requirements documentation, process maps, training material and user guides.
- Proven ability to earn the trust of sponsors and facilitate stakeholder partnerships, providing sound judgement, and agility to change based on business requirements.
- Demonstrated experience collaborating with stakeholders and stakeholder management.
- Proven successful delivery of complex projects
- Experience with project and change management methodologies and knowledge bases including Prince2, PMBOK and Prosci.

### **Desirable**

- Team leadership and management experience.
- Proficiency in Process Mapping using methodologies such as Event Storming, Swim Lane Diagrams, Human Centred Design, Persona/Empathy Mapping, Service Blueprinting/Design and User Journey Mapping.
- Knowledge of the Microsoft Power Platform suite, including Power Apps, Power Automate, and Power BI.
- Experience with agile delivery including use case backlogs, user stories, wireframes, and acceptance criteria.
- Competence with data analysis and modelling for informed business decisions.
- Knowledge of business change management to minimize disruption during transitions.
- Demonstrated initiative and a willingness to learn and continuously improve performance.
- Awareness of major trends within the Higher Education Sector and their impact on Information Technology Services.

## **Work Requirements**

- Australian permanent residency or possession of a valid visa with work entitlement in Australia.
- The occupant of this position will be required to undertake a criminal record check in accordance with the University's Employee Background Checks Procedure.
- Ability to work outside of normal office hours when required.

## **General Obligations**

While at work, an employee must:

- take reasonable care for their own health and safety and ensure that their acts or omissions do not adversely affect the health and safety of other persons;
- report incidents, injuries and hazards;
- comply with any reasonable instruction that is given by Murdoch University; and
- comply with Murdoch University policies and procedures.

## **Guiding Principles and Values/Code of Ethics and Code of Conduct**

### **Our Values**

- Authenticity
- Integrity
- Respect
- Inclusivity
- Openness

### **Our Principles**

- Act with justice, respect and responsible care.
- Be collegiate and respectful of other points of view.
- Protect academic freedom.
- Be agile, flexible and resilient.
- Make decisions at the most appropriate level.
- Be transparent in decision-making and with information.
- Adopt common approaches to common tasks.
- Be careful stewards of our resources.

All staff will comply with the University's Code of Ethics and Code of Conduct and demonstrate a commitment to its Equity, Diversity and Safety principles and the general capabilities of personal effectiveness, working collaboratively and demonstrating a focus on results.

All Staff complete a Development Review Annually. A Commencing Development Review should be completed within 3 months of commencement.

*We acknowledge that Murdoch University is situated on the lands of the Whadjuk and Binjareb Noongar people. We pay our respects to their enduring and dynamic culture and the leadership of Noongar elders past and present. The boodjar (country) on which Murdoch University is located has, for thousands of years, been a place of learning. We at Murdoch University are proud to continue this long tradition.*