



Digital Business Analyst POSITION DESCRIPTION

TITLE	Digital Business Analyst
DIRECTORATE	Customer Care and Advocacy
SERVICE UNIT	Information & Communication Technology
POSITION NUMBER	WV02
AWARD CLASSIFICATION	Band 6 - Victorian Local Government Award 2001, as amended by the Moorabool Enterprise Agreement No 8, 2017
APPROVED BY	General Manager, Customer Care and Advocacy
DATE APPROVED	25 May 2020

PART B - POSITION OVERVIEW

POSITION OBJECTIVES

- Provide council with strong business analysis experience that would improve processes and operations in the digital transformation program
- Understand and document business processes and requirements for new or changing ICT systems, and help bridge the gap between customer expectations, design and delivery teams.
- Work with staff, stakeholders, IT partners and service providers, and apply business analysis skills to ensure that business requirements meet strategic priorities and consistent with the Enterprise Architecture.
- Ensure that the key processes that will benefit from the re-engineering principles are documented and maintained to council standards

ORGANISATIONAL RELATIONSHIPS

REPORTS TO	ICT Project Management Officer
SUPERVISES	None
INTERNAL RELATIONSHIPS	All staff and councillors
EXTERNAL RELATIONSHIPS	Residents, ratepayers and members of the community

KEY RESPONSIBILITY AREAS

- Effectively identify, collect, organise, and document data and information in ways that make the information most useful for subsequent assessment, analysis, and investigation.
- Uses data and information in a clear and rational thought process to assess and understand issues, evaluate options, form accurate conclusions and make decisions.
- Develop business requirements including stakeholder, functional, non-functional and transitional requirements.

- Logically integrates various ideas, intentions, and information to form effective goals, objectives, timelines, action plans, and solutions.
- Develop and assist with product backlogs such as research, user stories and acceptance criteria.
- Support business design activities including workshop facilitation, stakeholder interviews and deliver engaging presentations.
- Work in a multi-disciplinary design and development team such as business, subject matter experts, product owners, testers, developers, solution architects and project managers.
- Engage stakeholders to gain a shared understanding of business problems and apply design thinking in an agile environment.
- Effectively organises multiple tasks / assignments, sometimes of a complex nature or involving competing priorities, to produce work that is accurate, thorough, and on time.
- Contribute to business analysis and business design capabilities development and leadership.
- Adapts easily to changing business needs, conditions and work responsibilities. Adapts approach, goals and methods to achieve successful solutions and results in dynamic situations.
- Assist the project and management team as required.

ACCOUNTABILITY AND EXTENT OF AUTHORITY

- Ensure the efficient operation of the organisation's digital transformation program
- Ensure that proposed solutions are properly understood by stakeholders and appropriately exploited.
- Provide regular reports to monitor the performance of systems against agreed key Performance Indicators.
- Monitor the technical development of systems implementation ensuring that key development milestones are met, that business improvements are included, and that the solution is in accordance with the business requirements.
- Work with staff, stakeholders, IT partners and service providers, and apply business analysis skills to undertake project requirements
- Liaison and co-operation with other staff to ensure an effective team approach in dealing with matters having impact across multiple aspects of organisational operations and for which different staff have various responsibilities
- Development of standard procedure documents
- Advising of matters requiring managerial or higher attention
- Timely performance of all duties
- Accuracy of advice given

JUGDEMENT AND DECISION MAKING

Provision of accurate advice, information, and recommendations in relation to Council's business processes and improvements. Professional and technical knowledge or experience will be required to resolve problems and some creativity will be called upon in certain situations to resolve a problem, as guidance and advice is not always available to support this position.

ESSENTIAL KNOWLEDGE & SKILLS

- Strong BA skills set including elicitation for functional and non-functional requirements, requirements management and traceability.
- Experience in applying design thinking methodology and developing deliverables such as concept design, storytelling, user profiles and user journeys.
- Strong experience in the development of key project documents and the development of complex business cases.
- Experience with process analysis and design.
- Experience working across waterfall and agile delivery environments.
- Experience producing high quality documentation using Microsoft products.
- Experience in working with key Business stakeholders for requirement gathering user stories design.
- Strong analytical and probing skills - questioning, clarifying and research skills.
- Experience in working across multiple projects.
- Solid experience in conducting and facilitating effective workshops.
- Strong knowledge of project concepts, frameworks and strategies.
- Strong understanding of system development lifecycle.
- Strong communication skills and an ability to flex style and approach with the business and interpret requirements to the technical team.

MANAGEMENT SKILLS

- Responsible management of process design tools and documenting business processes.
- Skills in planning and prioritising of work to meet objectives within specified time.
- Skills in time management.
- Ability to liaise effectively with consultants and other stakeholders.
- Ability to assess and meet the demands of changing priorities.
- Development and application of appropriate procedures to duties being performed to optimise quality and efficiency.
- Team-oriented and customer service approach.
- Effective project management skills.
- Conflict resolution and negotiation skills.
- Well-developed/high level written and verbal communication skills.

Adherence to Moorabool Shire Council's Code of Ethics and Conducts Policy which includes the following Policies:

- Acceptance of Gifts and Hospitality Information Privacy
- Policy Against Racial Discrimination Equal Employment Opportunity Counselling and Disciplinary Action Protected Disclosure Act 2012
- Actively promote FISH principles and adhere to Council's Business Excellence Principles

INTERPERSONAL SKILLS

- Ability to effectively prioritise tasks despite competing priorities.
- Ability to suggest ideas and improvements for the benefit of the digital transformation program.
- Provide comprehensive technical reports, advice, or correspondence on business processes to Council.
- Provide advice on the application of business process improvement techniques and tools to management and Council.
- Excellent written, verbal and presentation skills to communicate with all stakeholders.

KEY SELECTION CRITERIA

<p>QUALIFICATIONS & EXPERIENCE</p>	<ul style="list-style-type: none"> • Degree in information technology or software engineering or comparable industry relevant experience. • Demonstrated experience in analysis, problem solving and solution recommendation in digital transformation programs. • Proven experience in business analysis, human-centred design and the ability to apply critical thinking to deconstruct problems. • Application knowledge of structured business analysis tools and techniques. • Experience working collaboratively in an agile environment with a multi-disciplinary design and development team to identify and deliver solutions. • Experience in applying business analysis in SDLC, project management methodologies and agile frameworks.
<p>COMPETENCIES</p>	<ul style="list-style-type: none"> • Strong focus on developing and delivering high standard customer service in a timely manner. • Highly developed communication skills (written & verbal) with the ability to develop strong working relationships both internally and externally • Excellent presentation, workshop facilitation, process documentation and influencing skills. • Experience in providing accurate administrative support within a busy office environment including managing differing and changing priorities

LICENCES & REGISTRATIONS	<ul style="list-style-type: none">• Current Victorian Driver's License
-------------------------------------	--