

TECHNICAL BUSINESS ANALYST

Position Number:	Internal
Banding/Remuneration:	Band 8 / Annualised
Division/Branch:	Digital and Technology
Reports To:	Balaji Vasireddy
Date Approved:	August 2026

Position Objectives:

The Technical Business Analyst supports the delivery of Digital and Technology projects across the City of Monash by leading business analysis activities, translating business needs into clear requirements, and supporting solution design, procurement, implementation, testing and adoption.

Working closely with the Projects team, business stakeholders, technical teams and external vendors, the role will document current and future state processes, undertake customer journey mapping, identify improvement and automation opportunities, and support data, integration and reporting requirements. This includes contributing to key initiatives such as the new payroll system, Bookings system, customer experience platforms, enterprise applications, automation, smart city initiatives and business process optimisation.

The role will help ensure solutions align with Council's digital strategy, governance, security and service delivery objectives, while supporting implementation readiness, user acceptance testing, transition to support, training material and post-implementation review to deliver measurable business value.

Team Structure:



Key Responsibility Areas:

The key responsibilities of this role include:

- Gathering, analysing, and documenting business and functional requirements.
- Support solution design and configuration validation to meet business needs.
- Collaborating with stakeholders to ensure alignment on system capabilities and enhancements.
- Supporting data migration, transformation, and integration activities.
- Conducting functional testing and validating system performance.
- Developing user training materials and facilitating knowledge transfer sessions.
- Providing post-implementation support and troubleshooting functional issues.
- Ensuring compliance with governance frameworks and documentation standards.
- Identifying opportunities for process optimisation and system improvements.
- Managing stakeholder expectations and facilitating solution adoption.

Accountability and Extent of Authority:

- Accountable for gathering, analysing, and documenting business requirements to support solution design and implementation.
- Responsible for ensuring solutions align with business objectives and meet functional and technical requirements.
- Will operate under the direct supervision of the Business Engagement and Innovation Lead, following established frameworks and methodologies.
- Authority to engage with business stakeholders and recommend system enhancements or process improvements.
- Act as the primary contact for internal teams and external vendors regarding functional solution design, within defined project scope.
- Support and validate solution configurations, data migration, and if integrations are implemented successfully.
- Responsible for supporting end-user training, adoption, and post-implementation support.
- Required to manage and document system changes, ensuring compliance with governance and security policies.
- Responsible for identifying opportunities for continuous improvement and driving best practices in solution delivery.

Judgement and Decision Making:

- Operates under the direct supervision of the Business Engagement and Innovation Lead, with discretion to recommend process improvements and system enhancements.
- Exercises judgement in analysing business requirements and proposing functional solutions within established frameworks and best practices.
- Makes decisions on solution configurations, data migration approaches, and integration strategies in consultation with technical teams.
- Provides input on potential risks and mitigation strategies but escalates critical issues and major deviations to the Program Lead for approval.

- Independently resolves functional issues and user concerns within the agreed scope, escalating complex or strategic matters as needed.
- Uses discretion in prioritising tasks and managing workload to ensure project deadlines and objectives are met.
- Advises stakeholders on best practices and system capabilities, influencing decision-making within defined project parameters.
- Ensures compliance with governance policies, security standards, and regulatory requirements when making system-related decisions.

Specialist Knowledge and Skills:

- Strong expertise in business process analysis, functional solution design, and system configuration.
- Proficiency in data migration, integration strategies, and troubleshooting system interoperability issues.
- Experience in facilitating workshops, requirement-gathering sessions, and stakeholder engagement.
- Understanding of governance frameworks, security standards, and compliance requirements in enterprise solutions.
- Ability to create detailed functional documentation, including user stories, process flows, and test cases.
- Hands-on experience in user acceptance testing (UAT) coordination and defect resolution.
- Strong analytical and problem-solving skills to identify process inefficiencies and recommend improvements.
- Demonstrated experience in process mapping, customer journey mapping, service design techniques and translating user needs into practical business and system requirements.

Management Skills:

- People and team coordination, facilitation and stakeholder management skills in a complex setting incorporating corporate and field-based employees.
- Broad management understanding including areas such as quality assurance, continuous improvement, management reporting and services provision model.
- Ability to lead and coordinate cross-functional teams in both corporate and field-based environments.
- Experience in stakeholder management, ensuring alignment between business, technical teams, and external vendors.
- Strong understanding of quality assurance, governance, and compliance in solution delivery.
- Expertise in continuous improvement methodologies to optimise business processes and system performance.
- Ability to contribute to project delivery within agreed scope, schedule and governance controls
- Strong problem-solving and decision-making skills in complex and high-pressure environments.

Interpersonal Skills:

- Strong verbal and written communication skills to engage effectively with stakeholders at all levels.
- Ability to collaborate and problem-solve with cross-functional teams to achieve business objectives.
- Negotiation and influencing skills to align stakeholder expectations and drive consensus on solutions.
- Active listening and empathy to understand business needs and translate them into functional requirements.

- Conflict resolution skills to address challenges and facilitate constructive discussions.
- Adaptability and resilience in managing change and navigating complex project environments.
- Strong presentation and facilitation skills for workshops, training sessions, and stakeholder meetings.

Qualifications and Experience:

- Tertiary qualifications e.g. Degree or Diploma in Technical Software Development and/or Management, as well as extensive relevant industry experience, is required.
- An understanding of the Local Government environment and its complexities would be an advantage.
- Extensive experience in engaging with diverse stakeholders to collaboratively achieve change.
- 5+ years of substantial experience in a similar position working in technology projects.
- A current Victorian Drivers Licence.

Key Selection Criteria:

- Demonstrated experience as a Business Analyst or Technical Business Analyst supporting digital, enterprise system, integration, automation or transformation projects.
- Strong ability to elicit, analyse and document business, functional and non-functional requirements, including user stories, acceptance criteria and traceability.
- Demonstrated experience mapping current and future-state processes and identifying opportunities for process improvement, automation and service redesign.
- Experience working with project teams, vendors, technical specialists and business stakeholders to support delivery from discovery through to go-live and transition.
- Practical experience supporting UAT planning, test execution, defect management, business readiness and post-implementation review.
- Understanding of data migration, integration, reporting, privacy, cyber security and governance considerations in enterprise technology projects.
- Highly developed communication, facilitation and stakeholder engagement skills, with the ability to translate business needs into clear technical and delivery artefacts.
- Experience in local government, public sector or complex service delivery environments would be highly regarded.