

Position Title:	Business Analyst
Position Number:	20062, 20018, 20098
Organisation Unit:	Digital Intelligence
Division:	Corporate & Community Services
Reporting To:	Principal Digital Intelligence
Direct Reports:	Nil
Industrial Instruments:	Queensland Local Government Industry (Stream A) Award - State 2017 & Cassowary Coast Regional Council Certified Agreement 2023
Level:	6

THE ROLE

The Business Analyst, reporting to the Principal Digital Intelligence, will work collaboratively with the Digital Intelligence Branch to provide organisational improvements through enhancing:

- integrations of people, processes, information and technology
- the value of TechnologyOne as the core corporate system

KEY OUTCOMES

- Improvements to organisational insights, security, productivity, and operational efficiency are achieved through effective use of digital practices, data analytics, and technology.
- Continuous improvement to processes, data management, and productivity through adapting, refining and upgrading TechnologyOne and other core corporate systems.
- Compliance requirements are met while increasing system usability and operational application through effective TechnologyOne administration and user support.
- Organisational challenges are addressed through versatile capability for analysis, development of options, and delivery of practical solutions.

KEY ACCOUNTABILITIES

- Identify and propose improvements to insights, security, productivity, and efficiency to enhance organisational performance.
- Collaborate with stakeholders to document clear and actionable business requirements that align with organisational objectives.
- Apply data analysis and process modelling techniques to provide reliable, evidence-based recommendations, used by management and executive for decisions.
- Lead and monitor progress by clearly identifying completed actions, next steps, and potential obstacles, as well as fostering effective collaboration among stakeholders to drive successful outcomes.
- Facilitate collaboration across different teams and functions to align initiatives with organisational goals and manage stakeholder expectations effectively.
- Distil detailed specifications from strategies and concepts that ensure systems, processes and initiatives deliver high-quality, reliable, and secure outcomes.
- Deliver and test solutions to maintain quality, security, and operational integrity.

- Create user guides and training materials to ensure system users are equipped for sustained productivity and value.
- Act as a central reference and information source, providing guidance and assistance that supports solutions while cultivating continual business improvement.
- Oversee governance, maintenance, and administration of solutions to support operational effectiveness and compliance.
- Validate the impact of options, decisions and solutions through analytics and reporting to measure success and drive improvement.
- Comply with all Council Policies and Procedures, including the Code of Conduct for Council Employees.
- Undertake any other duties, projects, or tasks as directed by the Principal Digital Intelligence, consistent with the scope of the position and the incumbent's skills and training.

BEHAVIOURAL COMPETENCIES

- Practices and influences behaviours aligned with Council's Values (Respect, Integrity, Courage) and Code of Conduct for Council Employees in all interactions with internal and external stakeholders
- Exercises responsibility and takes an ownership role for Work Health and Safety, Environment Protection, Equal Employment Opportunity (EEO), Anti-discrimination, Recordkeeping, Risk and Privacy obligations
- Models professional and ethical behaviour
- Inspires individual and team commitment for performance and meeting team goals
- Acts proactively, exercises initiative, drives continuous improvement and implementation of change
- Responds flexibly to change
- Commits to personal and professional development

SELECTION CRITERIA

Essential:

- Tertiary qualifications in a relevant discipline such as Technology, Business Analysis or Project Management, or substantial commensurate experience aligned to the Key Outcomes and Key Accountabilities.

Demonstrated proficiency in the following:

- Business Process Mapping Notation (BPMN) for accurate depictions of structures, processes and intersections to support improvement option evaluations.
- Microsoft Power BI to analyse complex datasets, managing the full analytics lifecycle, defining, mining, modelling, visualising and user acceptance.
- Transforming conceptual, abstract information into clearly structured definitions of stakeholders, purpose, priorities, processes, gaps, risks and other relevant details
- Adaptable virtual or direct collaboration methods to gather define and document clear, actionable requirements that align with organisational goals
- Conducting robust research to design, advocate, implement and support sustainable, effective business improvement solutions.
- Rapidly adapting to diverse digital tools, including process modelling applications, Microsoft Enterprise, TechnologyOne and emerging cloud-based tools.
- Producing high quality documentation, effectively adapting style, content and presentation to suit purpose, scale, context and audience.

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- Effective relationship building and communication skills that consistently generate robust, sustainable working partnerships with stakeholders.
 - Ability to demonstrate behavioural competencies
 - Current Queensland “C” class drivers licence

Desirable:

- Certification from a globally recognised institution in business analysis or related fields such as continual improvement, data analysis, project or change management.
- Experience using TechnologyOne, particularly involvement with configuration, administration or reporting.
- Capability to coach and mentor others in problem-solving and technical skills.
- Use of scripting languages to automate processes.