



# Business Systems Analyst

## POSITION DESCRIPTION

<b>Position Number:</b>	3747	<b>Position Status:</b>	Temporary Full Time
<b>Portfolio:</b>	Corporate Services	<b>Classification:</b>	QLGIA (Stream A) Level 6 – Technical Stream (Division 2, Section 1)
<b>Business Unit:</b>	Information Services	<b>Reports To:</b>	Coordinator Digital Transformation & Innovation
<b>Team:</b>	Digital Transformation & Innovation	<b>Revised:</b>	15/04/2026

<b>Human Resource Delegation:</b>	Nil	<b>Financial Delegation:</b>	Nil
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### **General Position Statement:**

This role is a vital part of the project business digital transformation team, supporting Council in implementing Business System applications. The Business Systems Analyst focuses on project and system-specific analysis and implementation, working within established frameworks and governance. This position involves engaging stakeholders, providing expert advice, analysing processes, documenting requirements, and ensuring system features meet business needs for the design, configuration, testing, and improvement of Council's business applications.

### **Specific Responsibilities:**

This position has the following responsibilities:

1. Work as part of a team to lead, manage and collaborate with technical and business teams to design solutions that meet business needs, align with technical feasibility and support Council's strategic objectives.
2. Identify opportunities for improvement for existing business processes, provide recommendations for automating workflows to support business teams to streamline operations and develop process mapping documentation to support continual improvement of existing business applications or implementation of new system solutions.
3. Engage and consult with key stakeholders across Councils business units for subject expertise, evaluating existing business processes, providing recommendations, providing change management for business processes, identify system capabilities and implement

technical support for functional improvements based on best practice or vendor specifications.

4. Collaborate with Systems of Work leads to ensure business system solutions align with organisational frameworks and avoid overlap in process improvement initiatives. Design and develop dashboard reports, participate in design and validation activities, collaborate with vendors to ensure solutions align with organisational objectives, and plan and execute testing to validate compliance and business requirements.
5. Participate in data mapping, cleansing, and migration efforts, ensuring data governance and quality standards are adhered to throughout the process in consultation with the data migration and business partners.
6. In partnership with business teams, lead change management initiatives including targeted training activities, user workshops, clear user documentation, effective communication, user acceptance testing and utilising subject matter expert advice to configure systems to meet business needs.
7. Act as a role model for Council's values and behaviours at all times and display a high level of professional and ethical conduct.
8. Ensure a safe, healthy and inclusive work environment by complying with workplace health and safety legislation, Council's WHS Responsibility Statements and relevant policies and procedures.
9. Maintain clear and accurate records that support effective service delivery and reflect Council's commitment to transparency and good governance.
10. Refer matters that may impact upon the business, Council and employees to the relevant Supervisor or Manager.
11. Undertake other relevant duties as directed, consistent with skills, competence and training.

### **Position Requirements:**

#### **Skills/Competencies**

1. Business analysis & process improvement expertise – Proven ability to analyse, document and optimise complex business processes, including As-Is/To-Be mapping, workflow automation, and support for large enterprise system implementations.
2. Stakeholder engagement & communication – Strong interpersonal and communication skills to effectively engage senior leaders, business users, technical teams and vendors, translating business needs into practical system solutions.
3. Technical & systems knowledge – Solid understanding of ICT systems, infrastructure and business applications (particularly local government systems), with the ability to analyse requirements, support configuration, and resolve system issues.
4. Project delivery & analytical capability – Demonstrated ability to manage multiple priorities within project environments, including testing, data migration, defect triage, risk identification, and problem-solving to minimise business disruption.



5. Change management & user enablement – Experience leading and supporting change through training, workshops, documentation, user acceptance testing, and adoption of new or improved business systems.
6. Collaboration, adaptability & professionalism – A collaborative, adaptable approach that supports high performance, continuous improvement, ethical conduct, and alignment with organisational values, safety and governance frameworks.

### Mandatory Qualifications, Licences and Experiences

1. Tertiary qualifications in Information Technology, Business Analysis or Project Management, or extensive equivalent experience as a Business or Systems Analyst in large enterprise environments.
2. Demonstrated experience supporting complex business applications and system implementations within large organisations, preferably local government.
3. Proven ability to analyse, map and redesign business processes to support system implementation and organisational change across multiple functional areas (e.g. Finance, HR/Payroll, Assets, Property, Regulatory, EDMS, Procurement)
4. Experience with, or similar to, major council business systems such as TechnologyOne, Infor Pathway, Aurion or Conquest Asset Management.
5. Possess and maintain a current motor vehicle drivers licence.

### Desirable Qualifications, Licences, and Experiences

1. Experience in leading change management initiatives for Business Application systems within a Local Government environment.
2. Previous project experience in TechnologyOne, Pathway or Aurion business system implementations within a local government environment.
3. Experience in implementing continuous improvement processes within project management practices such as Prince2, PMBOK or similar.

### Actions

1. **Values and Behaviours** – Behaviour aligned with Council's Values and Behaviours.
2. **Customer Service** – Focus on our customer/s needs.
3. **Code of Conduct** – Behaviour aligned with Council's Code of Conduct.
4. **Safety** – Carry out your duties in a safe manner.
5. **Project Management** – Commit to Council's Project Management ethos.
6. **Human Rights** – Respect, protect and promote human rights in your decision-making and actions.

### Physical Requirements

1. Ability to work in an office environment.
2. Ability to legally operate a motor vehicle under a "C" Class Licence.
3. Ability to complete a satisfactory Functional Capacity Evaluation, if required.
4. Provision of a satisfactory Criminal History Check – Police Certificate (Australia Wide Name Only Police Check), if required.





### ***Delegations and Authorisations:***

Financial, Administrative and HRM Delegations may be applicable to this position and are detailed in the Delegations Corporate Register.

Legislative Sub-Delegations and Authorisations may also be applicable to this position and are detailed in the external public registers. Both registers are available on Council's knowledge library.





## Business Systems Analyst SELECTION CRITERIA

<b>Position Number:</b>	3747	<b>Position Status:</b>	Temporary Full Time
<b>Portfolio:</b>	Corporate Services	<b>Classification:</b>	QLGIA (Stream A) Level 6
<b>Business Unit:</b>	Information Services	<b>Reports To:</b>	Coordinator Digital Transformation & Innovation
<b>Team:</b>	Digital Transformation & Innovation	<b>Revised:</b>	May 2026

Please address each of the selection criteria below in your application:

### 1. Mandatory Requirements:

- Tertiary qualifications in Information Technology, Business Analysis or Project Management, or extensive equivalent experience as a Business or Systems Analyst in large enterprise environments.
  - Possess and maintain a current motor vehicle driver licence.
2. Demonstrated experience analysing and improving business processes, including gathering, documenting and validating requirements to support enterprise system implementations.
  3. Strong ability to engage and collaborate with a wide range of stakeholders, translating complex business needs into clear, effective and fit-for-purpose digital solutions.
  4. Proven experience working with business systems in digital transformation or project environments, supporting system configuration, testing, implementation and ongoing improvement.
  5. Excellent written and verbal communication, organisational and problem-solving skills, with the ability to manage competing priorities, work collaboratively, and contribute positively to change management and continuous improvement.

### Suggested approaches to addressing selection criteria include:

Responses should be relevant and directly relate to the selection criteria.  
Responses are generally no longer than one page per selection criteria.

You may like to take in account;

- Situation – Describe the situation you were in, including where it occurred and what the relevant environment was.
- Task – Describe the event/task that required resolution, what was required of you.
- Action – Describe what actions you took; how did you resolve the problem.
- Result – What was the outcome and how did your actions contribute to a positive result.

Use actual examples of what you have done that are relevant to each selection criteria. Include how well you did it, what you achieved, and how it relates to the requirements of this role.