



POSITION DESCRIPTION

Position Title	Digital Transformation Business Analyst
Position Code	7090
Directorate	Corporate & Leisure
Work Group	Digital & Transformation Services
Position Classification	Band 6
Effective Date	July 2022

Our Vision

The Rural City of Wangaratta prides itself on being a community that is connected, sustainable and contemporary. We provide our community with diverse opportunities to participate in the arts, sport and recreation, and in cultural events and programs to bring them together to connect and celebrate the great place in which we live. Our staff enjoy the regional lifestyle and the benefits of a community situated within a gourmet food and wine region, with a wide range of outdoor adventure activities, and serviced by excellent education and health facilities. We live in a place where good things grow.

Our Values

Our staff are our greatest asset. Our success comes from the everyday demonstration of our values, being:

- **Trust**, to have confidence in the character and competence of our work colleagues.
- **Respect**, to acknowledge all people as individuals with inherent worth and value.
- **Openness**, where we are frank, honest and accountable in our dealings.
- **Fairness**, so we treat colleagues and customers fairly and consistently.
- **Excellence**, to contribute to outstanding services, systems and relationships.
- **Enjoyment**, so we obtain personal satisfaction from our work and display our enjoyment in the workplace.

1. Position Objectives

In this position you will contribute to the design and implementation of a major transformation program. This program, known as 'One Council', will have long term beneficial impacts right across the organisation, enabled through the upgrade and transition to the cloud of the council's core legacy business systems.

The position is responsible for partnering with Council business units to facilitate, investigate and document key program deliverables such as: business discovery (fact-finding); process maps; business requirements; system configuration; test scripts and results; and development of training materials. You will support change management

activities to embed transformation within Council, to ultimately support the delivery of the intended objectives and outcomes of the One Council Program. This role reports to the ICT Strategy Program Lead supported by project team members.

2. Working Relationships

Reports to	ICT Strategy Program Leader
Supervises	N/A

3. Key Responsibilities

- 3.1** Develop in collaboration with the ICT Strategy Program Lead and system vendor the technical tools and templates required at each stage of the project (e.g., process maps, data maps, requirements, system design/configuration, testing, training, defects).
- 3.2** Be an expert practitioner and coach in using these tools.
- 3.3** Run workshops and work with project team members to define, analyse and document current and future state business processes and data flows, identify opportunities for efficiencies/improvements and incorporate these into the functional design of solutions to help achieve business goals.
- 3.4** Design processes and solutions that optimise the experience for employee and customer user groups.
- 3.5** Undertake research with business teams, the system vendor and other reference sites (other councils) to work as efficiently as possible and to ensure a quality solution design.
- 3.6** Partner with Council Businesses to define and manage test cases and user testing during all program stages.
- 3.7** Provide business assurance and advice regarding system configurations.
- 3.8** Assist with the production of training materials and user guides.
- 3.9** Support ICT Strategy Program Lead and Project Team with risk, issue and dependency identification and management.

3.10 Work in partnership with Manager Customer, Digital & Transformation Services and other key Council staff to plan, develop and deliver change management deliverables across Council.

3.11 Document all project deliverables clearly and concisely and to the required standard.

3.12 Other duties as required.

4. Core Physical Requirements

4.1 Travel between Council sites and other locations will be required on occasion.

4.2 There may be an occasional requirement to work outside usual business hours.

4.3 There may be peak periods when taking leave is restricted.

4.4 A current driver's license is required.

4.5 The ability to lift items of unspecified weight within individual limits and undertake office-based activities including sitting at a desk and using a computer for extended periods is required.

4.6 A current satisfactory National/International Police Record Check and Working with Children Check is required.

5. Accountability and Extent of Authority

5.1 Support and assist the delivery of the One Council Program of Works in accordance with Council policies, procedures and strategic priorities.

6. Judgement and Decision Making

6.1 Ensure input into decision making is consistent with requirements for safety, compliance and quality.

7. Knowledge and Skills

7.1 Specialist Skills and Knowledge

7.1.1 Develop quality documentation including business process maps, training materials, and communication materials for a variety of audiences.

7.1.2 Business analysis skills including facilitating workshops, defining business requirements and developing functional design specifications.

7.1.3 Be an expert practitioner and coach in using these tools.

7.2 Management Skills

7.2.1 Demonstrated time management skills in managing time, setting priorities, planning and organising. Set objectives in the most efficient way possible within the resources available and within a set timeframe

7.3 Interpersonal Skills

7.3.1 Foster and contribute to a positive workplace culture.

7.3.2 Develop strong and collaborative working relationships with program and project team members.

7.3.3 Be the key point of contact across technical and business teams, having a natural ability to break down and communicate complex technical information in a way that front line business teams can relate to and understand.

7.3.4 Foster and contribute to a positive workplace culture

8. Qualifications and Experience

8.1 Tertiary qualification(s) in any of: Information Systems, Information Technology, Change Management and/or Business Analysis, or a related field.

8.2 3+ years of experience in business analyst roles in complex environments, including delivery of process mapping and re-engineering, requirements management, workshop facilitation and improvement techniques (e.g., Lean, Six Sigma).

8.3 Demonstrated experience delivering ICT projects involving significant business change across multiple business units/workstreams.

9. Key Selection Criteria

9.1 Tertiary qualification(s) in any of: Information Systems, Information Technology, Change Management and/or Business Analysis, or a related field.

- 9.23+ years of experience in business analyst roles in complex environments, including delivery of process mapping and re-engineering, requirements management, workshop facilitation and improvement techniques (e.g., Lean, Six Sigma).
- 9.3 Demonstrated experience delivering ICT projects involving significant business change across multiple business units/workstreams.
- 9.4 Strong communication skills and experience with the ability to communicate and build relationships between business and technical teams.
- 9.5 Strong understanding of all project lifecycle and change management aspects.
- 9.6 Well-developed planning and organisational skills, with a proven track record of delivering to deadlines and the ability to escalate effectively if necessary.
- 9.7 Thorough written and effective verbal communication skills, including the ability to capture detailed information in a simple, clear and structured way.
- 9.8 Technology One systems experience (desirable)
- 9.9 Experience working in large, complex organisations within the public sector (desirable)

Authorised by: Director – Corporate & Leisure

Date:

Employee's Signature:

Date:
