



## POSITION DESCRIPTION

<b>Position Title</b>	Business Systems Analyst
<b>Position Code</b>	1434
<b>Directorate</b>	Corporate & Leisure
<b>Work Group</b>	Digital & Transformation Services
<b>Position Classification</b>	Band 6
<b>Effective Date</b>	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

1.1 Development of business solutions in partnership with key stakeholders within the policy, strategy and standards framework.

### 2. Working Relationships

Reports to	Business Systems Coordinator
Supervises	N/A

### **3. Key Responsibilities**

- 3.1** Proactively communicate and collaborate with stakeholders.
- 3.2** Develop, configure and document business system solutions.
- 3.3** Conduct business analysis activities to manage change, identify business process improvement opportunities, prepare documentation to report business requirements, feasibility and specifications.
- 3.4** Support the development of accurate and complete test plans and supervise users in conducting User Acceptance Testing.
- 3.5** Interrogate, analyse and convert information and data, using multiple data interrogation technologies. E.g. Structured Query Language.
- 3.6** Develop and coordinate user training manuals and programs.
- 3.7** Provide end user support and customer service in the operation and use of core business systems.
- 3.8** Assist and support the functional systems administration of core business systems.
- 3.9** Keep knowledge up to date with technical industry sector developments and business needs.

### **4. Core Physical Requirements**

- 4.1** Capacity to undertake office-based activities including sitting at a desk and using a computer for extended periods.
- 4.2** Capacity to, on occasion, lift items unspecified in weight within individual limits.
- 4.3** Capacity to drive a standard motor vehicle.

### **5. Accountability and Extent of Authority**

- 5.1** Authority to work with issues and enhancements that relate to business information systems, subject to regulations and policies and regular supervision.
- 5.2** Authority to undertake the role governed by clear objectives and/or budgets with regular prior consultation with more senior staff.

## 6. Judgement and Decision Making

**6.1** Ability to make own decisions to select a method, technology, procedure, process or equipment to be used from a range of available alternatives.

**6.2** Ability to resolve issues that are often of a complex or technical nature, with solutions not related to previously encountered situations, by using some creativity and originality.

**6.3** Ability to seek guidance and advice to resolve issues and opportunities is usually available within timelines.

**6.4** Ability to resolve issues using procedures and guidelines and the application of specialised or technical knowledge acquired through relevant experience.

## 7. Knowledge and Skills

### 7.1 Specialist Skills and Knowledge

**7.1.1** Business analysis skills including defining business requirements, identifying business process improvement opportunities, business process modelling and developing functional and system specifications.

**7.1.2** Skills in the development and configuration of business software solutions.

**7.1.3** Understand Systems Development Lifecycle (SDLC) and information system frameworks to support best practice service delivery methodologies.

**7.1.4** Understand Project Management methodologies relevant to Business Systems.

**7.1.5** Understand the relevant technology, procedures, processes and underlying principles relevant to the role.

**7.1.6** Understand relational databases and proficiency in methods and tools used to interrogate and extract information from databases, including Structured Query Language technology.

**7.1.7** Understand the long-term goals of the business unit and an appreciation of the goals of the wider organisation.

### 7.2 Management Skills

**7.2.1** Skills in managing time, setting priorities, planning & organising own work & in appropriate circumstances that of other employees to achieve specific & set objectives in the most efficient way possible with the resources available & within set timetable.

**7.2.2** Demonstrated analytical skills and report writing abilities.

**7.2.3** Demonstrated experience in project delivery in the context of business analysis and change management.

**7.2.4** Ability to conceptualise and think creatively.

### **7.3 Interpersonal Skills**

**7.3.1** Demonstrated excellence in customer service.

**7.3.2** Effective liaison and customer management skills.

**7.3.3** Ability to assist, support and work within a team environment.

**7.3.4** Excellent communication skills, verbal and written.

**7.3.5** Ability to gain co-operation and assistance from key stakeholders in the implementation of business solutions.

**7.3.6** Ability to develop effective relationships with counterparts from external and internal sources to resolve organisational problems.

## **8. Qualifications and Experience**

**8.1** Degree or diploma in Business Information Systems (or related discipline) or extensive experience in the deployment and management of business information systems.

**8.2** Experience in business analysis including change management, defining business requirements, identifying business process improvement opportunities, business process modelling and developing functional and system specifications.

**8.3** Experience in writing specifications and requirements documents and user and training documentation.

## 9. Key Selection Criteria

- 9.1 Degree or diploma in Business Information Systems (or related discipline) or experience in the deployment and management of business information systems.
- 9.2 Demonstrated experience in business analysis, business process modelling and change management.
- 9.3 Demonstrated experience in the development and configuration of business software solutions.
- 9.4 Demonstrated excellence in customer service.
- 9.5 Demonstrated experience in relational database interrogation techniques for reporting and analytics, including proficiency in Structured Query Language.
- 9.6 Strong interpersonal skills and the ability to develop professional relationships with a range of stakeholders.
- 9.7 Evidence of highly developed verbal and written communication skills.
- 9.8 Experience in providing user support, business systems maintenance and administration.
- 9.9 Strong organisational and time management skills.
- 9.10 Current driver licence.

**Authorised by: Director – Corporate & Leisure**

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**Date:**

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**Employee's Signature:**

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**Date:**

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