



## Position Description – Technical Business Analyst

### Position Details

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| <b>Position Title:</b>    | Senior Business Analyst  |
| <b>Position Number:</b>   | TBC  |
| <b>College/Portfolio:</b> | Operations   |
| <b>School/Group:</b>      | ITS  |
| <b>Campus Location:</b>   | Based at the City campus, but may be required to work and/or be based at other campuses of the University. |
| <b>Classification:</b>    | Hew 8, 12 Months Fixed Term Contract   |
| <b>Employment Type:</b>   | Fixed Term   |
| <b>Time Fraction:</b>     | 1.0  |

### RMIT University

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RMIT is a multi-sector university of technology, design and enterprise with more than 96,000 students and close to 10,000 staff globally. The University's mission is to help shape the world through research, innovation and engagement, and to create transformative experiences for students to prepare them for life and work.

<https://www.rmit.edu.au/about>

<https://www.universitiesaustralia.edu.au/university/rmit-university/>

Our three main campuses in Melbourne are located in the heart of the City, Brunswick and Bundoora. Other locations include Point Cook, Hamilton and Bendigo, two campuses in Vietnam (Hanoi and Ho Chi Minh City) and a centre in Barcelona, Spain. RMIT is a truly global university.

<https://www.rmit.edu.au/about/our-locations-and-facilities>

We are also committed to redefining our relationship in working with, and supporting, Indigenous self-determination. Our goal is to achieve lasting transformation by maturing our values, culture, policy and structures in a way that embeds reconciliation in everything we do. We are changing our ways of knowing, working and being to support sustainable reconciliation and activate a relationship between Indigenous and non-Indigenous staff, students and community. Our three campuses in Melbourne (City, Brunswick and Bundoora campuses) are located on the unceded lands of the people of the Woi Wurrung and Boon Wurrung language groups of the eastern Kulin Nation.

## Why work at RMIT University

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Our people make everything at the University possible. We encourage new approaches to work and learning, stimulating change to drive positive impact. Find out more about working at RMIT University, what we stand for and why we are an Employer of Choice.

<https://www.rmit.edu.au/careers>

We want to attract those who will make a difference. View RMIT's impressive standings in university rankings.

<https://www.rmit.edu.au/about/facts-figures/reputation-and-rankings>

## College/Portfolio/Group

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The Operations Portfolio enables an integrated, enterprise wide delivery for best practice student and staff experiences.

The Portfolio incorporates the following business units: Enterprise Projects and Business Performance (EPBP), Communications, People, Information and Technology Services (ITS), Office of the Chief Operating Officer, Procurement and Vietnam Operations.

The Portfolio houses significant drivers and delivery components across the staff and student journeys and enables the overall experience for both groups. The Portfolio is integral in bringing the RMIT strategy to life, across the globe. Each of these functions supports the global operations of the University both directly as well as through its controlled entities.

The Information Technology Services (ITS) function, provides RMIT University with current and emerging Technology systems and services. Our vision of “unleashing technologies to enable great experiences for RMIT communities” supports a proactive and leading-edge technology ecosystem, mindset and delivery empowering the advancement of the University's commitment to advancing Lifelong Learners.

## Position Summary

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Senior Business Analyst will work closely with the business, executive level stakeholders and technical stakeholders in defining scope and requirements for AI Capability, identifying business processes, and support in designing the AI Capability framework and work on functional aspects of solutions in alignment with business needs, RMIT and ITS Strategy. Taking on a proactive role in helping shape a project from inception through to completion, the Business Analyst will work closely with PM, Business, architects, developers, and testers in ensuring that the delivered solution meets business needs.

The incumbent will become an expert in the business/technical domain in which they operate and will provide consultative advice to stakeholders as required. The Business Analyst will support Project Manager(s) in completion of their project tasks and deliverables that relate to business analysis, e.g. analysis planning and estimates. Business Analyst will also be a key contributor to the BA Practice and play an active role in sharing knowledge and skills with other Business Analysts

## Reporting Line

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Reports to: Business Analysis Practice Lead

Direct reports: Nil

## Organizational Accountabilities

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RMIT University is committed to the health, safety and wellbeing of its staff. RMIT and its staff must comply with a range of statutory requirements, including equal opportunity, occupational health and safety, privacy and trade practice. RMIT also expects staff to comply with its policy and procedures, which relate to statutory requirements and our ways of working.

RMIT is committed to providing a safe environment for children and young people in our community. Read about our commitment and child safe practices. <https://www.rmit.edu.au/about/our-locations-and-facilities/facilities/safety-security/child-safety>.

Appointees are accountable for completing training on these matters and ensuring their knowledge and the knowledge of their staff is up to date.

## Key Accountabilities

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- Drive senior stakeholder engagement sessions to understand the benefits they are expecting from the AI capability.
- Identify and manage stakeholders, understand stakeholder interests, and ensure that impacted stakeholders have a common understanding of new capability features or changes introduced by the solution.
- Work with the Project team to analyse the initial set of Requests and prioritize for development/roll out of AI Requests.
- Support in defining and documenting the AI framework for RMIT
- Gather, analyses and document detailed functional and non-functional requirements, ensuring that these are well understood by all impacted stakeholders and project team members.
- Gather, analyse and document features, epics and user stories, within an Agile delivery environment.
- Define, analyse and document current and future state business processes using standards such as BPMN, identifying opportunities for process efficiency/improvements and incorporating these into the functional design of the solution to help achieve business goals.
- Perform requirements traceability of business analysis artefacts, ensuring that this is maintained throughout the project lifecycle.
- Facilitate workshops with business and technical stakeholders and perform walkthroughs with project team members.
- Support architecture, development, and testing teams in requirements clarification throughout the project lifecycle and the Project Manager in project tasks and deliverables that relate to business analysis, e.g. analysis estimates, release planning or iteration planning.
- Keep up to date with BA developments and industry trends and actively shares knowledge with other BAs.

## Key Selection Criteria

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1. Mandatory experience in senior stakeholder management, requirements gathering and analysis, business process development and use case development.
2. Mandatory experience working in higher education.
3. Strong knowledge of the SDLC and involvement across the entire project lifecycle
4. Consultative and open minded, with highly effective communication, interpersonal skills, and attention to detail
5. Excellent analytical, problem solving and critical and system thinking skills.
6. Excellent workshop facilitation skills
7. Demonstrated ability to take on accountability for complex pieces of work and work autonomously.
8. Experience in Artificial Intelligence in understanding business requirements and rolling out AI capability to the Business will be an advantage.
9. Flexible, able to adapt to change quickly and work with some ambiguity yet still delivering quality outcomes.
10. Demonstrate any prior knowledge or experience working in an environment where Organization is trying to build a framework for a new capability.
11. Great at Business analysis, applying critical and creative thinking to identify/solve a problem at hand
12. 2-3 years of experience working in Agile methodology.
13. Experience engaging executive level stakeholders
14. Minimum 8 years of experience working as a Senior Business Analyst.

**Qualifications**

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Relevant tertiary qualifications in Computer Science or Information Technology or Business and/or substantial experience.

Note: Appointment to this position is subject to passing a Working with Children Check and other checks as required by the specific role. Maintaining a valid Working with Children Check is a condition of employment at RMIT.

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| <b>Endorsed:</b> | Signature:<br>Name:<br>Title:<br>Date: | <b>Approved:</b> | Signature:<br>Name:<br>Title:<br>Date: |
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