



## Position Description – Business Analyst Identity Management

### Position Details

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**Position Title:** Senior Business Analyst

**College/Portfolio:** Operations

**School/Group:** Portfolio and Project

**Campus Location:** Primarily based at City campus, and the potential to work across other RMIT campuses as required.

**Classification:** HEW 8

**Time Fraction:** 1.0

**Employment Type:** 1 Year Fixed Term

**Fixed Term Reason:** Specific Task or Project

**Reporting Line:** Business Analysis Practice Leader

**No. of Direct reports:** None

### RMIT University

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RMIT is a global university of technology, design and enterprise, committed to creating transformative experiences for students and making a meaningful impact through research, innovation, and engagement. For more information on RMIT University follow the links below.

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

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

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

Our campuses in Melbourne (City, Brunswick, Bundoora, and Point Cook) are complemented by international campuses in Vietnam and a centre in Barcelona, Spain. We proudly acknowledge the Woi Wurrung and Boon Wurrung peoples of the eastern Kulin Nation on whose unceded lands our campuses are located.

We are deeply committed to reconciliation and Indigenous self-determination, embedding these values throughout our policies, culture and structures.

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

### Why Join RMIT?

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Our people are at the heart of everything we do. At RMIT, we value innovation, collaboration and impact. Our values are the heart (durrung) of who we are and what we stand for at RMIT. They guide what we do, how we make decisions, and how we treat each other.



**Inclusion Imagination Integrity Courage Passion Impact**

Learn more about our values: <https://www.rmit.edu.au/about/our-strategy/values>

## Organisational Accountabilities

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RMIT is committed to the safety, wellbeing and inclusion of all staff and students. As a staff member, you are expected to comply with all relevant legislation and RMIT policies, including those related to: Equal opportunity, Occupational health and safety, Privacy and trade practices & Child safety standards:

Appointees are responsible for completing all required training and ensuring that they and their team members remain up to date on relevant compliance obligations.

Staff are expected to understand and support RMIT's child safe practices as part of their professional responsibilities. More about our child safety commitment: <https://www.rmit.edu.au/about/our-locations-and-facilities/facilities/safety-security/child-safety>.

## Leadership at RMIT

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At RMIT, leadership is not defined by position or hierarchy, it is a shared responsibility demonstrated by all staff, regardless of role or title. Leadership is grounded in our six core values, which guide and shape how we work together, make decisions, and create impact.

Effective leadership means consistently integrating these values into everyday actions and interactions, whether influencing a project outcome, supporting a colleague, or leading a team. All staff are expected to embody the principles of the *Be-Know-Do* Leadership Model:

- **Be:** We are open and authentic, inclusive and empowering. We are purpose driven role models and communicators.
- **Know:** We are self-aware, and understand our stakeholders, our sector and priorities.
- **Do:** We set clear direction and expectations as we develop ourselves and others and promote mutual accountability to deliver results.

At every level, leadership at RMIT is about influence, contribution, and mindset. It is reflected in how we empower others, foster collaboration, and drive positive change through capability-building and alignment to strategic goals.

## 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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The Senior Business Analyst plays a critical role in shaping and delivering analysis and requirements within key Projects and Programs across RMIT's Australian and Vietnam operations. The role will work closely with business stakeholders, technical teams, and project leadership to define scope, capture business and functional requirements, map current and future state processes, and ensure alignment across solution delivery.

This Senior Business Analyst is required for (and will be fully allocated to) the Salesforce Education Cloud Program. The program which commenced in January 2026, is expected to run until December 2027 is comprised of multiple discrete project streams. This this specific role will perform project-based analysis (per below) within a prioritised and

timebound project stream that will be completed within the year of the contract. It will not performing ongoing or operational duties.

This role will facilitate the development of business process models, persona scenarios, use cases, functional and non-functional requirements to support the implementation of business and technology solutions including related integration components. The role will ensure that solutions address the needs of staff, students, researchers, external partners, and other identity groups, and that the delivered capabilities support secure, efficient, and consistent access experiences.

Working as a trusted advisor, the Senior Business Analyst will support decision making, providing structured analysis, and collaborating closely with Project Managers, Enterprise Architects, Developers, Testers, Security and Data teams to perform solution validation, support change impact assessment, and ensure that business needs are accurately reflected in design and delivery activities. The role will also contribute to the BA Practice by sharing domain knowledge, lifting analytical capability, and supporting continuous improvement.

### **Key Accountabilities**

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- Identify and manage stakeholders across business and technical areas, understanding their roles, identifying requirements, and capturing needs. Also ensuring stakeholders remain informed and consulted throughout solution delivery and understand new capabilities introduced by Projects and Programs.
- Facilitate engagement sessions to clarify the business need, expected benefits, across staff, students, researchers, external partners, and other stakeholder groups.
- Define, analyse and document current state and future state business processes using recognised standards such as BPMN to identify opportunities for process improvement and aligning these with functional designs to support optimal Project and Program outcomes.
- Gather, analyse and document business, functional and non-functional requirements, ensuring alignment and shared understanding among project teams, architects, security, and impacted stakeholders.
- Maintain requirements traceability across business analysis artefacts, ensuring alignment throughout the project lifecycle and supporting accurate implementation and testing.
- Facilitate ongoing collaboration with business and technical teams to maintain alignment on initiative outcomes, dependency management, and impacts to processes and workflows are well understood.
- Support architecture, development and testing teams by clarifying requirements and participating in design reviews and validation activities. Support Project Managers with analysis planning, estimates, release planning, and other delivery tasks requiring BA input.
- Remain current with BA practices, and industry developments, and actively share knowledge within the BA Practice to uplift capability.

### **Key Selection Criteria**

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#### **Essential:**

- Minimum eight years of experience as a Senior Business Analyst in large, complex enterprise environments.
- Demonstrated experience leading requirements gathering, analysis, business process mapping, and use case development for complex technology initiatives.
- Strong capability in developing current and future state process maps using recognised standards, with evidence of applying these in solution design and validation activities.
- Hands on experience facilitating problem definition, solutioning discussions, and translating business needs into clear functional and non-functional requirements.
- Strong understanding of the system development lifecycle and experience working across all phases from initiation through to deployment and transition.
- Demonstrated ability to work with senior and executive stakeholders, with strong communication, influencing, and consultation skills.
- Proven analytical and critical thinking skills, with the ability to work through ambiguity and deliver high quality outcomes independently.
- Experience supporting delivery of Identity and Access Management policies, processes, and technology solutions, or similar enterprise scale security or integration initiatives.
- Relevant industry certifications or training in Business Analysis, Process Management, or Enterprise Technology (for example CBAP, BPMN) are highly regarded.

**Desirable:**

- Two to three years of experience working within Agile or hybrid delivery environments.
- Exposure to Human Centred Design practices and stakeholder driven design approaches.
- Experience supporting large and complex enterprise programs of work in business and technology domains.

**Qualifications**

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- Tertiary qualification in information technology, information systems or business management.
- Formal Business Analysis and/or Project Management certifications.

**Working with Children Check**

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Appointment to this position is subject to holding a valid Victorian 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.