



Position Description – Senior Functional Analyst

Position Details

Position Title:	Senior Functional Analyst – Student Experience
Position Number:	
College/Portfolio:	Operations
School/Group:	Information Technology Services / Architecture and Software Engineering
Campus Location:	Based at the City campus but may be required to work and/or be based at other campuses of the University.
Classification:	HEW 8
Employment Type:	Continuing
Time Fraction:	FTE 1.0

RMIT University

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

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

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

Working as part of the Student Experience Portfolio within the ITS Architecture and Software Engineering group, the Senior Functional Analyst is actively involved in enhancing the RMIT Student Management Administration System and integration with core systems across the university for management of the student journey. The Senior Functional Analyst works with stakeholders leveraging Agile practices, defining detailed functional requirements and acceptance criteria (Features and Stories), working with developers and testers, and helping deliver the enhancements.

The Senior Functional Analyst works both independently and in teams comprised of functional and technical staff, as well as contracted external consultants on a variety of tasks and initiatives, such as projects, minor works and support. As a senior member of this team, this role will include some task-based staff supervision and the ability to independently lead initiatives. The Senior Functional Analyst will be required to report regularly on assigned tasks and sub-projects, to effectively engage and communicate with staff at all levels across the University.

Reporting Line

Reports to: Scrum Master, Student Experience (Experience)

Direct reports: None

Organisational Accountabilities

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

The Senior Functional Analyst is required to:

- Translate business requirements into functional designs within the SDLC, delivering according to standards and processes, balancing time, and quality targets. Design work includes user interface design across desktop and mobile devices.
- Ensure knowledge of system configuration and technical knowledge remains current, applying this knowledge of current system capabilities as well as potential technologies to deliver innovative solution design.
- Collaborate with key stakeholder groups and delivery partners to implement system fixes or enhancements that fully address client needs, enhancing the capabilities and effectiveness of RMIT systems and processes.
- Define UAT test conditions, cases, tools, and methods according to business requirements and specifications. Managing testing activities with testers to ensure achievement of usability requirements.
- Liaise with key stakeholders through solution design to understand user experience requirements. Utilise agreed tools and methods to establish, clarify and improve the user experience when developing functional design.
- Managing configuration items and related information. Applying and maintaining tools, techniques and processes for identification, classification and control of configuration items and ensuring related information is complete, current and accurate.
- Evaluate new system software, system software updates and legislative changes, and identify those that merit action. Plans the installation and testing of new versions of system software.
- Leading the assessment, analysis, development, documentation, and implementation of changes. Develop implementation plans for dealing with more complex requests for change, evaluating risks to integrity of systems and processes inherent in proposed implementations.

Key Selection Criteria

1. Minimum 5 years as a Functional Analyst in IT projects
2. Able to lead a significantly complex piece of analysis work.
3. Experience in soliciting and documentation of detailed business and functional requirements.
4. Experience in delivering functional designs including user interface designs across desktop and mobile devices
5. Consultative and open minded, with highly effective communication, interpersonal and workshop facilitation skills
6. Demonstrated ability to show initiative with strong analytical and problem-solving skills, with the ability to work autonomously and as part of a collaborative and multifaceted team.
7. Attention to detail, yet able to step back and see the big picture when the situation requires.
8. Flexible, able to adapt to change quickly and work with some ambiguity, yet still delivering quality outcomes
9. Ability to manage and collaborate with business and technology stakeholders in the development of operational processes and technical requirements

10. Highly motivated with a positive and proactive approach, and a demonstrated ability to take accountability for delivering quality outcomes
11. Strong knowledge of the SDLC and involvement across the entire project lifecycle with some experience in operations and service management
12. Experience in both waterfall and agile methodologies

Nice to have:

- Prior experience with Oracle PeopleSoft and Fluid
- Solid SQL skills are a distinct advantage in this role
- Exposure to education sector is highly advantageous

Qualifications

Diploma or Degree in relevant discipline and/or relevant experience is required who can bridge the business and technical domains by liaising with business, user and IT representatives

Note: Appointment to this position is subject to passing a Working with Children check.

Endorsed:	Signature: Name: Title: Date:	Approved:	Signature: Name: Title: Date:
------------------	--	------------------	--