



Position Description – Senior Analyst, Business Systems

Position Details

Position Title: Senior Analyst, Business Systems

College/Portfolio: Engagement

School/Group: Advancement

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: Continuing

Reporting Line: Assistant Director CRM & Data Services

No. of Direct reports: Nil

RMIT University

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?

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

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

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, 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

The Engagement Portfolio provides integrated, strategic leadership across the University to advance RMIT's reputation, reach, and revenue, encompassing a range of functions, including domestic and international student recruitment; global marketing; market intelligence and proposition, strategic communications; Advancement (alumni engagement, philanthropy, donor stewardship and donor relations, and Advancement Services); and industry engagement and partnerships.

Through innovation, collaboration, and strategic partnerships, the Engagement Portfolio plays a critical role in diversifying revenue streams and expanding RMIT's presence in alignment with its long-term strategic objectives.

Advancement develops and leads the engagement of the University's largest community, the alumni (c. 550,000), leads fundraising in support of institutional priorities and stewards donors and alumni to generate measurable impact.

For information regarding the Engagement Portfolio:

<https://www.rmit.edu.au/about/governance-management/rmit-structure/engagement-portfolio>

Position Summary

The Senior Analyst, Business Systems will support the continued development of CRM platform usage and alignment of business processes related to Advancement at RMIT focused on alumni engagement and philanthropic revenue generation. This will include analysis, workflows, rules, data sharing, extraction and migration. The role will require project management, analytical, technical, problem solving and interpersonal skills. Key focuses for this role will be the management of engagement data, Raiser's Edge system administration, and gap analysis to deliver seamless end-to-end solutions, uplift data

integrity and user adoption in support of users focused on alumni and donor engagement. The role will liaise and collaborate with people at various levels and across functions, using a data-driven approach to streamline processes and maximise system efficiencies.

The position will provide ongoing system administration, advice and support for advancement users and consult with key stakeholders to develop activity, pipeline and revenue reports and visualisation. The role will develop and implement mechanisms to effectively monitor and enhance data quality and integrity. This is a strategic role that will work closely with the Associate Director Advancement Services, other system and data administrators, and key stakeholders and users across the University to standardise processes and identify improvement opportunities.

Key Accountabilities

- Work with Associate Director, Advancement Services to drive the development and usage of RENXT platform and associated systems to support, alumni, donor and prospect engagement, ensuring the implementation of a best practice system.
- Model processes and translate use cases, business scenarios and user requirements into functional documentation for technical discussion and delivery, with a focus on meaningful engagement and revenue generation.
- Manage engagement data and implement mechanisms to uplift data quality and integrity, including managing duplicates and invalid data. Manage bulk data imports from relevant sources and segmentation and bulk data exports for reporting or communications purposes.
- Conduct gap analysis to identify opportunities and make recommendations to streamline business processes and enhance reporting practices.
- Contribute to the roadmap of identified projects and system initiatives to align with fundraising and engagement strategies and business needs.
- Lead testing and QA of enhancements/changes to Raiser's Edge and other related systems.
- Educate users on application capabilities, best practices and optimisation of CRM usage. Identify training and documentation needs for relevant CRM users.
- In a consultative capacity, work with key stakeholders to provide high level engagement reports, dashboards, revenue pipeline visualisation and evidence-based business insights and analytics. Liaise with relevant RMIT staff to ensure engagement data is collected and prepared for reporting standards.
- Develop and maintain a standard set of queries/reports and dashboards to satisfy operating requirements, validate queries/reports created by others in the organisation and assist in the interpretation of data.
- Maintain and develop guidance tools and frameworks to assist users optimise their use of systems and processes.
- Work with Assistant Director Advancement Services and other team members to address CRM and related project needs as required.

Key Selection Criteria

Essential:

- Experience successfully developing and delivering CRM (preferably Raiser's Edge or similar) capabilities to achieve strategic objectives and operational plans within a best practice environment.
- Proven track record working effectively with customer service, sales and marketing teams focused on fundraising, B2B engagement and other cross-functional teams and delivering high level services aligned with their goals.
- Extensive experience in project management, systems development, data analytics and developing reports to inform decision making.
- Outstanding analytical and problem-solving skills and the capacity to develop creative solutions to technical and business problems.
- Well-developed interpersonal skills, including demonstrated ability to collaborate effectively with internal stakeholders.
- Demonstrated ability to gather and analyse business requirements from a range of clients and stakeholders.
- Demonstrated ability to work autonomously without supervision, make informed decisions, and contribute to team outcomes.
- Demonstrated ability to exercise discretionary judgment, assess priorities and manage workloads while maintaining accuracy.

Qualifications

Relevant tertiary qualification, and/or relevant experience.

Working with Children Check

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.