



## Position Description – Senior Functional Analyst

### Position Details

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<b>Position Title:</b>	Senior Functional 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
<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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Working as part of Student Experience team, the Senior Functional Analyst will play a key role in enabling the University's strategic journey toward Education Cloud, supporting student and staff engagement through a unified Salesforce ecosystem.

You will be joining an established agile squad focused on Salesforce delivery, with the opportunity to help shape the team's ways of working while leveraging RMIT's existing Salesforce capability and knowledge. Operating within a fast-paced, lean agile environment, the Senior Functional Analyst will collaborate closely with a Senior Design and Technical Leads, Salesforce Developers, QA Engineers, and business stakeholders to define and deliver enhancements aligned with RMIT's roadmap for a 360° view of the student experience.

The role requires strong experience in functional analysis, stakeholder engagement, and agile delivery. You will be responsible for defining detailed requirements and acceptance criteria (Features and Stories), supporting development and testing activities, and ensuring that solutions meet business needs. As a senior member of the team, you will also lead initiatives, supervise task-based activities, and contribute to continuous improvement across the squad.

The Senior Functional Analyst will report regularly on assigned tasks and sub-projects and must be able to effectively engage and communicate with staff at all levels across the University, including external partners and vendors.

## Reporting Line

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Reports to: Senior Salesforce Manager, Student 360

Direct reports: 0

## Organisational 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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- Deliver high-quality functional services across the Salesforce platform within the Student Experience portfolio, supporting RMIT's transformation to Education Cloud. Ensure all solutions meet compliance, Enterprise Architecture standards, and business user requirements, with system and procedural documentation maintained to enable support functions.
- Document business requirements, user stories, and acceptance criteria to support agile delivery.
- Collaborate with the Scrum Master and business stakeholders to prioritise sprint activities and ensure alignment with strategic goals.
- Work closely with Salesforce Developers and Technical Leads to guide solution design and feature development, ensuring functional integrity and user value.
- Define UAT test conditions, cases, tools, and methods based on business requirements. Analyse and report test activities and results to the initiative lead, resolving issues and risks. Manage and guide testing activities to ensure usability and quality standards are met.
- Translate business requirements into functional designs within the SDLC, delivering solutions that meet agreed service levels, standards, and processes. Maintain current knowledge of system configuration and capabilities, applying this to deliver innovative and effective solution designs.
- Collect and analyse data to identify opportunities for system improvement and enhanced customer satisfaction. Collaborate with stakeholders and delivery partners to implement fixes or enhancements that fully address client needs and improve the effectiveness of RMIT's Salesforce ecosystem.
- Liaise with vendors to ensure service delivery meets agreed service levels and contributes to the overall success of the Salesforce transformation.

## Key Selection Criteria

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1. Minimum 5 years as a Functional Analyst in IT projects
2. Agile delivery experience
3. Able to lead a significantly complex piece of analysis work
4. Exposure to education sector is highly advantageous but not essential
5. Elicitation experience required including senior stakeholder engagement
6. Attention to detail, yet able to step back and see the big picture when the situation requires

7. Strong technical acumen with some experience in operations and service management
8. Ability to manage and collaborate with business and technology stakeholders in the development of operational processes and technical requirements
9. Highly motivated with a positive and proactive approach, and a demonstrated ability to take accountability for delivering quality outcomes
10. Excellent analytical, problem solving and critical thinking skills
11. Flexible, ability to adapt to change quickly and able to work with ambiguity, prioritise
12. Excellent communication and interpersonal skills
13. Experience in soliciting and documentation of detailed business requirements
14. Ability to work autonomously and as part of a team
15. Sound knowledge of project management methodologies

## Qualifications

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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 and other checks as required by the specific role. Maintaining a valid Working With Children Check is a condition of employment at RMIT.

<b>Endorsed:</b>	Signature: Name: Yvonne Williams Title: Date:	<b>Approved:</b>	Signature: Name: Luciana Bitelman Title: Date:
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