

POSITION DESCRIPTION

POSITION:	IT Business Analyst
AREA:	Business Systems and Integration
REPORTS TO:	Manager – Business Systems and Integration
DIRECT REPORTS:	N/A
CLASSIFICATION:	Level 4

RURAL WORKFORCE AGENCY, VICTORIA LIMITED (RWAV)

RWAV's vision is to achieve health equity for rural, regional and Aboriginal Victorians.

At RWAV we create sustainable health workforce models that support Victoria's rural, regional and Aboriginal communities.

We draw on trusted relationships, smart data and best practice to establish models that are capable, connected and tailored to the communities they serve.

OUR MISSION

To apply contemporary workforce development strategies that advance rural, regional and Aboriginal Victorians' access to high-quality health care.

OUR VALUES

It is integral for all of our employees to share in our values of **Respect, Accountability, Collaboration, Innovation and Courage.**

YOUR ROLE

The primary function of the IT Business Analyst is to be responsible for enhancing the quality of IT solutions, analysing data to inform business decisions, and finding IT solutions to business needs.

The IT Business Analyst role will work closely with the Business Systems and Integration team as well as other business stakeholders at RWAV to assist in the understanding, defining, clarifying and documenting of business needs and benefits.

This role is critical to each project as your primary responsibilities will include liaising between the Business Systems & Integration Team and other business teams to elicit business needs, defining solution requirements, and testing solutions for creating or improving the IT solutions at RWAV.

KEY RESPONSIBILITIES

- Elicit business requirements and model current business data, rules, and processes to identify potential opportunities for system improvement;
- Convert business requirements into solution requirements, technical specifications, and testing scenarios;
- Investigate business needs, problems and opportunities and recommend effective business data and processes;
- Facilitate knowledge transfer across relevant teams including engaging with multiple stakeholders and users from across the organisation;
- Facilitate and manage requirements workshops with varying levels of participants to gather, inform, socialise and gain acceptance of business analysis deliverable and manage structured walkthrough meetings to verify and validate information;
- Conduct gap analysis to document and model the current and future states;
- Carry out market research, feature analysis and vendor assessment to develop business case and option analysis reports;
- Work on multiple projects simultaneously;
- Document and deliver requirements analysis and specification artefacts, which may include, but not limited to user stories, acceptance criteria, system flows, wireframes, user personas, and user experience journeys;
- Provide traceability matrix to support the delivery of projects and initiatives;
- Support projects across Applications Development, Infrastructure, Cyber Security uplift and other solutions within a large program of work;
- Contribute to continuous improvement within the Business Analysis Practice;
- Active involvement in the Sprint ceremonies, e.g. backlog refinement, sprint planning, stand up, etc;
- Develop and execute test scenarios, facilitate UAT process, and analyse test results;

SELECTION CRITERIA

Qualifications/Experience:

- Tertiary qualifications in Information Management or related discipline;
- Demonstratable experience as an IT Business Analyst;
- Proven track record (at least 5 years) as a Business Analyst in IT project ideally in the Health industry;
- Experience in development (web-based and desktop enterprise solutions) and understanding of the Software Development Life Cycle (SDLC);
- Experience using JIRA and Confluence;
- Knowledge of Project Methodologies including Agile, Waterfall and Hybrid approaches;
- Experience using modelling tools such as Sparx Enterprise Architect or Visual Paradigm;
- Experience using mock-up tools such as JustinMind or similar tools;

- Experience developing business case and option analysis reports;
- Knowledge of modelling business domains and IT solutions with BPMN 2.0 and UML 2.0 (especially using Use-case, Activity, State Machine, Class, and Sequence diagrams);
- Experience working with technical teams (e.g. solution designers and developers) in project environments;
- Experience using online tools to collaborate and communicate with project team members and business stakeholders virtually;

Skills, Abilities, Knowledge:

- Demonstratable initiative and ability to work independently;
- Analytical problem-solver, able to anticipate issues and suggest creative ideas or solutions that streamline operations, resolve concerns and improve efficiency;
- Effective time and task management skills that help make sound decisions under pressure situations;
- The ability to successfully manage and influence stakeholder expectations and build excellent rapport with clients and team members to enhance delivery and acceptance of change;
- Strong verbal and written communication skills to facilitate workshops and present the proposed or final solutions to key stakeholders;
- Open-minded, with a desire to share experience with others, and willing to learn in order to level up skills and develop knowledge;

Personal Qualities/Behaviours:

- Highly developed interpersonal skills with proven ability to build and maintain strong relationships with internal and external stakeholders;
- Highly motivated and self-directed, capable of multi-tasking and able to work with minimal supervision;
- Demonstrates integrity and personal credibility and acts in accordance with RWAV's values;

REVIEWED:	March 2021
CONDUCTED BY:	Manager, Business Systems & Integration
APPROVED BY:	Chief Executive Officer
NEXT REVIEW:	March 2021

As occupant of the position I have noted the role and primary responsibilities as detailed in this document.

Employees Signature: -----

Manager's Signature: -----

Date: -----