

# Position description

Position title:	Business Analyst
Date of last revision:	January 2018

## 1. Purpose

Reporting to the Business Systems Manager, the Business Analyst is responsible for driving high level analysis and strategic advice to support IT application services delivery and planning across a portfolio of complex initiatives.

The primary function of this role is to develop and deliver IT changes to the business units and IT ensuring that business/user requirements are understood and articulated for correct solution and implementation in an agile environment.

The Business Analyst is also responsible for conducting detailed investigations, analysis and evaluation of functional and non-functional requirements, identifying issues, risks and benefits that are then consolidated and submitted for consideration by customers and stakeholders.

## 2. Essential duties and responsibilities

Essential duties and responsibilities include the following, other duties may apply:

### 2.1 Work closely with the business units to gain in-depth understanding of business strategy, processes, services, and the context in which the business operates

- a) undertake requirement analysis methods to understand the process, identify the gaps, determine business requirements and specify effective business processes through improvements in information systems
- b) ability to critically evaluate information gathered from multiple sources, and to abstract up from low-level information to a general understanding
- c) ability to perform business function analysis and scoping several inter-related initiatives to help Business Systems Manager and senior stakeholders making informed decisions about which initiatives to tackle and how to tackle them
- d) process mapping and service level blueprinting to provide AS-IS and TO-BE models
- e) develop written reports, diagrams, and ability to deliver oral presentations on proposed solutions, designed processes, and future systems understandable by business stakeholders
- f) apply and monitor the use of required modelling and analysis tools, methods and standards, giving special consideration to business perspectives.

### 2.2 Develop quality technical specifications in an agile environment:

- a) interpret and translate analysis results into insightful, clear and succinct user stories with tangible examples and articulated acceptance criteria leading to a prioritised requirement for development
- b) ensure functional and non-functional requirements are developed with sufficient details that communicate the purpose of change in technical terms to the development and testing teams
- c) ability to wireframe using Mockflow, Axure or similar tools to convey desired behaviour of the system for end users to the developers and testers.

**2.3 Build effective relationships with the stakeholders across the business and help to drive change in the organisation using strong communication and people skills, including:**

- a) liaison with functional managers
- b) close liaison with user-groups and key user stakeholders
- c) liaise with external developers and staffs providing services for business systems
- d) close coordination with Business Systems team
- e) liaison with other ICT staff.

**2.4 Manage the end to end implementation of the build, including basic project management, documentation and delivery:**

- a) deliver documentation including process maps, blueprints, wireframes, user guides, system documentation and other documents as required.

**2.5 Undertake any other duties as determined by the Business Systems Manager.**

**3. Task specification**

Task name	% Total work
Work closely with the business units to gain in-depth understanding of business strategy, processes, services, and the context in which the business operates	30%
Develop quality technical specifications in an agile environment	25%
Build effective relationships with the stakeholders across the business and help to drive change in the organisation using strong communication and people skills	20%
Manage the end to end implementation of the build, including basic project management, documentation, and delivery	20%
Undertake any other duties as determined by the Business Systems Manager	5%
<b>TOTAL</b>	<b>100%</b>

**4. Distinguishing factors and competencies**

**4.1 Skills and other attributes**

Area	Description	Competency level required
<b>Skills</b>		
Computing	High level office computing skills including MS Office applications:	
	• Agile business Analysis skills	Very high
	• Word processing	Very high
	• Team foundation server project management	High
	• Visio	High
	• MS PowerPoint	High
	• MS Outlook	High
	• MS Project	Medium

	<ul style="list-style-type: none"> <li>MS Excel</li> </ul>	Medium
	<ul style="list-style-type: none"> <li>Mockflow / AXURE</li> </ul>	Medium
	<ul style="list-style-type: none"> <li>Programming and Database management</li> </ul>	Medium
Communication	Written and verbal communication skills	Very high
	Interpersonal skills	Very high
Customer service	External customer service skills	Very high
	Internal customer service skills	Very high
Coordination	Time management - ability to handle multiple tasks simultaneously	High
	Organisational and planning skills and the ability to plan and prioritise work to meet deadlines	High
	Demonstrates attention to detail, accuracy and thoroughness in work produced	Very high
	Problem solving skills	High
	Document and electronic filing systems	High
Analytical	Synthesises complex or diverse information	Very high
<b>Attitude and recommended characteristics</b>		
Attitude and recommended characteristics	Propensity towards internal and external customer service	Very high
	Propensity towards being organised	Very high
	Works well in a team environment	Very high
	Propensity towards multidisciplinary task role and is flexible	Very high
	Keeps focussed and organised under 'reasonable' pressure	Very high
	Reacts well under 'reasonable' pressure	High
	Demonstrates respect for internal and external stakeholders and upholds organisational values	Very high
	Maintains professionalism and a positive and courteous manner	Very high
	Demonstrates sound work ethic	Very high
	Is reliable and dependable	Very high
	Undertakes and participates in self-development activities	High
	Exhibits an affirmative approach to the requirements of the role and organisational activity	High
	Takes pride in presentation, quality and efficiency of work	Very high
<b>Complexity</b>		
Complexity	Requires a high degree of customer service and organisational skills	Very high
	Performs a variety of tasks in a multidisciplinary environment	High
	Requires high level degree of judgment to perform a variety of job tasks that involve reference to multiple sets of standards and policies and confidentiality requirements	Very high
	Ability to cope with competing priorities and resources	High

Supervision		
Supervision	Requires the ability to be self-directed and work in a team setting	Very high
	Has the ability to work unsupervised	Very high
Safety		
Safety	Observes safety and security procedures	Very high
	Observes the requirements under the Information Security Management System Charter and specific responsibilities	High
	Determines appropriate action when responding to safety and security matters	High

## 4.2 Knowledge

Requires knowledge in gathering and analysing data in support and translation of business 'use cases', into information systems requirements and supporting processes.

Demonstrated knowledge of Systems Development Life Cycles (SDLC), Information Technology Information Library (ITIL), and business processes in a customer service environment.

Strong knowledge of Agile business analysis principles including writing proper user stories and acceptance criteria.

Knowledge of Australian General Practice Training, RACGP Vocational Training Standards, ACRRM Training Standards for Supervisors and Training Posts, and GP Synergy, the Department of Health and AGPT policy and procedures (will be provided as part of orientation and induction to the role).

## 4.3 Working conditions

The working conditions for this role are:

- performing multidisciplinary job functions in a relatively stable work environment
- occasional disagreeable elements such as managing the coordination of competing tasks and priorities
- occasional travel including overnight and interstate travel.

## 4.4 Physical demands

- Requires medium work demands of an office environment.

## 4.5 Communicates with

- Management
- Medical educators
- Senior staff
- General staff
- Registrars, supervisors and practice staff
- External and internal clients and suppliers including external users of the premises
- Other industry stakeholders

#### 4.6 Scope of authority

- Reports directly to the Business Systems Manager under the matrix reporting structure

### 5 Qualifications

#### 5.1 Education

- Tertiary qualifications in IT and/or extensive experience in a Business Analyst role designing custom systems.

#### 5.2 Experience

- Requires relevant current and demonstrated experience in overseeing the requirement analysis and design of software and hardware solutions, systems and products.

#### 5.3 Other qualifications/licences

- unrestricted motor vehicle licence (essential)

### 6 Document Information

#### 6.1 Source documents and cross references

GP Synergy Policies, Procedures and Employment Contract

#### 6.2 Revision history

The following table shows the changes that have been made to this document.

Reviewer	Date	Comments
HD & DA	January 2017	Developed
HM & MKL	July 2017	Revised
ADMIN	July 2017	Update to Safety and Security
HM & MKL	September 2017	Revised
EH	January 2018	Reformatted