

Role Description

General information

Title:	Senior Business Analyst			Classification:	ASO6
Division:	Corporate Services	Branch:	Information Communication Technology	Business Unit:	ICT Product Development/ ICT Portfolio Office
Type of Appointment:	Term/Ongoing	Hours of Duty:	37.5	Location:	Adelaide

About Us

South Australia is internationally recognised for the quality of its agriculture, food and wine. Our regions are the backbone of our state and the economic powerhouse that drives prosperity for all South Australians.

The Department of Primary Industries and Regions (PIRSA) is a key economic development agency working in partnership with our primary industries, regional stakeholders and across all levels of government to advance the prosperity and sustainability of South Australia's primary industries and regional communities.

We are a passionate team of around 800 people working across metropolitan and regional South Australia to develop and protect our state's regions and food, wine, aquaculture, fisheries, forestry, grains, livestock, dairy and horticulture industries.

Purpose

The primary purpose of the role is to elicit and analyse information relevant to new business initiatives, opportunities for improvement or specific problems, document the business requirements and recommend solutions so that appropriate decisions can be made and projects can be initiated. The role works as a liaison among stakeholders to understand the business functions and processes, structure, policies and operations of the organisation and to recommend solutions that enable the organisation to achieve its goals.

The role contributes to delivering the agency's [priorities](#) including organisational performance as a modern, flexible and responsive organisation.

The role contributes to delivering an efficient, reliable and secure ICT environment that supports PIRSA in delivering services to its customers and takes advantage of new technologies to enable improvements in the way the agency operates.

Key Accountabilities

- Effectively eliciting relevant information regarding actual business requirements from stakeholders including executive, staff, customers and subject matter experts utilising a variety of research techniques including stakeholder interviews or workshops.
- Lead the analysis of stakeholder objectives/problems and provide PIRSA business groups with timely, high quality advice and recommendations to enable them to make effective business decisions.
- Preparing high quality project documentation such as initiative proposals, project plans, user and functional requirements, business cases and test plans.
- Ensuring customer satisfaction with ICT services through the provision of high-quality customer service.
- Preparing project schedules and tracking activities against the agreed schedule, providing regular and accurate reports to stakeholders as appropriate.
- Providing timely and accurate advice and recommendations regarding project progress and ICT issues to ensure projects remain on track.
- Working with stakeholders to define and document appropriate acceptance tests and co-ordinate the resolution of bugs and issues that are identified during user acceptance testing.
- Managing key stakeholder relationships and project resources.
- Identify, analyse and manage project risks throughout the project life cycle.

Key Deliverables / Results

- All relevant information is collected through stakeholder collaboration and verified as
- Clear and open communication exists between all stakeholders, subject matter experts

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accurate. - Collected information is analysed to understand the current state of the organization, its processes and systems, and to clarify the business issues and requirements. - Appropriate documentation of the analysis outcome is prepared and presented to the project sponsor to enable sound business decisions to be made. - Project documentation is produced to a high quality and delivered in a timely manner.	and the project team throughout the project life cycle - Project management is provided, ensuring project objectives are effectively met within time and budget constraints and have an acceptable level of quality and meet business needs and expectations - Identify, assess and manage risks to the success of the project - Ensure that own projects are formally closed and, where appropriate, subsequently reviewed, and that lessons learned are recorded
Relationships	
- Role reports to Manager, ICT Product Development/ Manager, ICT Portfolio & Suppliers. - Roles reporting to this role includes external contractors and other staff in relation to specific projects or tasks associated with ICT Projects. - Works closely with other members of ICT, including Application Developers and Technical Consultants.	- Builds strong relationships with key customers of the branch, including executives and senior managers, to ensure that opportunities for the use of IT are identified. - Works closely with internal PIRSA customers associated with ICT projects.
Requirements	
- Possession of a current driver's licence and willingness to drive. - Out of hours work and inter / intrastate travel may be required. - Australian residency or current works permit is required (responsibility of applicant to provide evidence of a current work permit). - You acknowledge your work, health and safety obligations and our expectations.	Qualifications - Essential: Nil - Desirable: Nil

Capabilities	
Capability	Behaviours
Professional & Technical Knowledge Demonstrates knowledge of contemporary business analysis methodologies, practices and tools and of the impact on people, systems, processes and practices associated with changes to ICT technologies.	- Demonstrates sound knowledge and understanding of processes relating to Business Analysis. - Has experience in preparing project documentation including business process models, user requirements and test plans - Has experience in identifying and managing risks and in communicating the impact of these risks to project stakeholder - Has experience in analysing business systems, processes and problems, including identifying potential improvements which will support business users - Has experience in project management, including communication of project outcomes to stakeholders - Has experience in using business analysis tools, methodologies and processes (eg Lean, Six Sigma, Agile, BPMN) to analyse and document business and technical requirements.
Business Situation Analysis Investigates business situations to define recommendations for improvement action.	- Plans, manages and investigates business situation analysis where there is significant ambiguity and complexity. - Advises on the approach and techniques to be used for business situation analysis. Ensures holistic view adopted to identify and analyse wide-ranging problems and opportunities. - Engages and collaborates with a wide range of stakeholders, including those at management level. Gains agreement from stakeholders to conclusions and recommendations.

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	Contributes to definition of organisational standards and guidelines for business situation analysis.				
Requirements Definition and Management Manages requirements through the entire delivery and operational life cycle.	- Plans and drives scoping, requirements definition and prioritization activities for large, complex initiatives. - Selects, adopts and adapts appropriate requirements definition and management methods, tools and techniques. Contributes to the development of organizational methods and standards for requirements management - Obtains input from, and agreement to requirements from a diverse range of stakeholders. Negotiates with stakeholders to manage competing priorities and conflicts. - Establishes requirements baselines. Ensures changes to requirements are investigated and managed.				
Stakeholder Relationship Management Influences stakeholder attitudes, decisions, and actions for mutual benefit.	- Identifies the communications and relationship needs of stakeholder groups. Translates communications / stakeholder engagement strategies into specific activities and deliverables - Facilitates open communication and discussion between stakeholders. - Acts as a single point of contact by developing, maintaining and working to stakeholder engagement strategies and plans. Provides informed feedback to assess and promote understanding. - Facilitates business decision making processes. Captures and disseminates technical and business information.				
Project Management Delivers agreed outcomes from projects using appropriate management techniques, collaboration, leadership and governance.	- Defines, documents and executes small projects or sub projects. - Works alone or with a small team actively participating in all phases of the project. Applies appropriate project management methods and tools. Identifies, assesses and manages risks effectively. - Agrees project approach with stakeholders and prepares realistic project plans (including scope, schedule, quality, risk and communication plans). Tracks activities against the project schedule, managing stakeholder involvement as appropriate. - Monitors costs, times, quality and resources used, takes action where these exceed agreed tolerances.				
HRMS No:	M26712, P19083, TBC	ANZCO Code:		Objective ID:	
Delegate Approval:	Michelle Griffiths, Executive Director			Date:	August 2022
Approved and Classified by People and Culture:	August 2022				