

WHITEHORSE CITY COUNCIL

Position description

Job title: IT Business Analyst	
Classification: Band 8	Effective Date: July 2024
Reports to: Coordinator Applications and Business Engagement	Tenure: Permanent Full Time

About us:

At Whitehorse City Council, community is at the heart of everything we do.

We aspire to be a healthy, vibrant, prosperous and sustainable community. We enable this through strong leadership and community partnerships.

We strive to stay ahead of evolving changes and needs of our community.

Our five key principles empower our employees to be innovative and to provide an excellent customer experience. We are a resilient organisation where everyone belongs.



**Excellent Customer
Experience and
Service Delivery**



**Great
Organisational
Culture**



**Innovation
and Continuous
Improvement**



**Good Governance
and Integrity**



**Long Term
Financial
Sustainability**

We value:

Our shared values and behaviours are integral to how we go about our work, interact with each other and our community. It is expected that all employees 'live' these shared values. In living these values we also ensure that everyone has a voice and that everyone matters.

Collaboration

We work flexibly together to achieve outcomes and solve problems.

Respect

We actively listen, value diversity and care.

Excellence

We adapt, respond, learn and grow.

Accountability

We take responsibility and follow through on our promises.

Trust

We act with integrity and are empowered to make decisions.

Goal Statement

This position is responsible for reviewing and analyzing organizational-wide processes and linkages to business systems and translating these, in partnership with Subject Matter Experts (SMEs) and stakeholders into modern and efficient workflows. With an emphasis on seamless user experience and the delivery of strong and sustainable technical solutions that minimize duplication, error and risk, the role requires robust specifications gathering and definition in partnership with solid test, data and integration planning. Workflow and solution design will occur in close alignment with agreed business technology outcomes, continuous improvement and change management principles, delivering customer focused outcomes and contributing to Council's wider Technology Transformation.

Key Responsibilities

Position Specific Responsibilities

- Proactive engagement with stakeholders to understand corporate and business needs and objectives
- Demonstrated high standards of stakeholder engagement with excellent communication skills, and an ability to explain complex process and technical issues in a simple, straightforward manner that the business understands
- Contribute to the delivery of customer focused digital solutions that align with the technology strategies
- Identify opportunities for both customer centric process improvement and internal efficiencies through the intelligent and collaborative application of new and existing technologies
- Document systems, functional, non-functional, technical, performance, and testing requirements
- Consider the direct and indirect impacts to our customers of workflow change and develop solutions to ensure a positive experience
- Work with IT, the business and project managers to documenting key system interdependencies
- Employ well thought out analytical approaches and conceptual thinking to support decision making, handling high level concepts and complexity with ease
- Engage with stakeholders to define and measure process performance, identify alternative solutions, assess feasibility, and recommend new approaches.
- Translate stakeholder engagement strategies into specific tasks and assist business units to re-engineer their processes and for core systems owners to make necessary systems change and/or integration.
- Establish requirements for the implementation of changes in business processes.

- Provide advice to stakeholders and business units regarding system workflows and requirements and assist with prioritisation.
- Ensure appropriate process and systems documentation is undertaken.
- Ensure project business analysis activities are incorporated into the project plan and updates are regularly provided to the IT Project Manager and Management as required.
- Track, report and mitigate workflow issues.
- Assess and evaluate the success of business analysis activities.

Corporate Responsibilities

- Adhere to all Corporate Policies, Procedures and the Organisational Goals and Values in the current Whitehorse City Council Collective Agreement.
- Understand and adhere to the Risk Management Policy (as it relates to the employees work area) and related procedures that are designed to minimise injury and/or loss to individuals, assets and equipment.
- Report any matters that may impact on the safety of Council employees or citizens, assets and equipment.
- Apply sound financial management techniques to team budget processes.
- Support, enable and encourage strategies and actions identified in Council's Gender Equality Action Plan (GEAP) to improve workplace gender equality.
- Champion a safe environment for children and young people in accordance with Council's commitment to Child Safety

The position also requires decision making based on an understanding and knowledge of Council's goals and objectives as they relate to Information Technology, Information Management and the wider Technology Transformation.

Authority

Budget: Nil.

Staff responsibility: Nil

Decision Making:

- The incumbent is required to exercise independent judgement and adaptability in evaluating and deciding on appropriate methods, procedures and practices for achieving organisational objectives and in reviewing and recommending improvements to those methods, procedures and practices.
- The position also requires decision making based on an understanding and knowledge of Council's goals and objectives.

Key Relationships

- The incumbent liaises with staff at all levels within the organisation including, Information Technology, Executive Managers and Business Support teams.
- The position is required to maintain a professional relationship with Government departments and agencies, MAV, other Municipalities, service providers, staff associations and suppliers
- The position is required to undertake comprehensive stakeholder and SME engagement
- The position will liaise with all IT support staff, suppliers and Whitehorse City Council employees

Skills and Attributes

Qualifications/Certificates/Licences and Experience

- Successful experience, preferably as a Business Analyst or similar, supporting and delivering technology projects within budget in a complex organisation.
- Relevant tertiary qualification in the area of Information Technology, Business Analysis or similar.
- Demonstrated experience working with stakeholders and business teams to understand current processes, identify opportunities and use technology to shape customer focussed, value adding new solutions.
- Extensive knowledge of business analysis methodologies, ICT trends, issues and opportunities particularly those related to technology and online services.
- Problem solving and root cause identification skills.
- Ability to work effectively at all levels in an organisation.
- Familiarity with project management approaches.
- A valid Victorian driver's licence.
- Satisfactory National Criminal History Check.

Technology

- This is a technically skilled and people focussed position, which involves the knowledge of IT service operations, analysis, problem solving and decision making.
- The position requires an independent worker with technology skills who is able to work unsupervised, mentor and show initiative in new and unexpected situations.
- Knowledge and experience with managing standard operating environments, including experience with the identification and resolution of computing and mobile SOE failures and problems.
- Knowledge in the management, configuration and operation of large corporate systems such as Infor Pathway, Infor IPS, Oracle ERP and MicroFocus Content Manager would be an advantage.
- Proven experience in presenting at executive management level.
- Training and/or qualifications in IIBA, ITSM and ITIL would be an advantage.

Interpersonal

- Excellent written and verbal communication skills with the ability to produce high quality reports and discussion papers, make formal presentations and to represent Council in professional, organisational & community forums.
- The ability to build and maintain effective relationships including demonstrated experience and skills in liaison, negotiation and problem solving with staff.
- Excellent negotiation, influence and persuasion skills with the ability to use discretion and judgment in a complex business and political environment, the ability to manage the conflicting requirements of different stakeholders to produce positive outcomes, and provide specialist advice.
- Excellent active listening skills with customer service focus on service delivery.
- Ability to clearly articulate messages to establish and maintain strong relationships.
- Forward looking, with an inclusive, holistic approach.
- A team player with outstanding stakeholder management skills, able to work collaboratively with and through others.

Leadership/management:

- A collaborative professional with a genuine commitment to embedding the organisation's values within teams, including a high level of emotional intelligence, critical self-awareness and sound judgment.
- A relationship builder who strives to develop and maintain positive relationships.
- A strong lateral, conceptual, analytical and strategic thinker with excellent problem solving and decision making abilities.
- A demonstrated ability to consider multiple perspectives and consider complex information within a multifaceted and complex changing environment.

Key Selection Criteria

1. Tertiary qualifications in Information Technology, Business Analysis or similar.
2. Demonstrated experience successfully applying Business Analysis with a blend of IT systems analysis and business process skills, to deliver positive, customer focussed outcomes in technology or application solutions.
3. Detailed knowledge of ICT trends, issues and opportunities particularly those related to digital and online services and working with stakeholders and business teams to understand current processes, identify opportunities and use technology to shape value adding new solutions.
4. Excellent time management, written and verbal communication skills.
5. The ability to produce high quality, actionable workflow solution plans and reports, and make formal presentations to stakeholders and organisational forums.

Physical Requirements

Task	Performed Often	Performed Sometimes	Never/Rarely Performed
Keyboard duties	✓		
Reading tasks	✓		
Writing tasks	✓		
Sitting (extended periods)	✓		
Walking/standing (briefly) - counter		✓	
Walking/standing (extended)		✓	
Driving car/utility/truck		✓	
Lifting/carrying duties (light)	✓		
Lifting/carrying duties (heavy)			✓
Pushing/pulling tasks (light)	✓		
Pushing/pulling tasks (heavy)			✓
Chopping/digging tasks			✓
Bending/kneeling requirements		✓	
Climbing stairs/ladders/scaffolds			✓
Handling grease/oils			✓
Exposure to dust/dirt			✓
Exposure to hazardous materials			✓
Exposure to noise		✓	
Repetitive arm/wrist/hand movements		✓	
Other (please specify)			

Any other relevant comments: