Position Description

Business & Technology Analyst

Council Strategic Vision

Protecting our heritage and beautiful coast while creating a welcoming and healthy place for all in South Australia's most sustainable city.

Our Culture

A place that proudly delivers great things.

Where we deliver on promises; value people; recognise achievements; inspire progress, respect history, build the future; grow and learn; and enjoy what we do.

Our Values

As a values-based organisation, we demonstrate our values through our behaviours. These values guide everything we do.

A **Achievement**
Deliver agreed outcomes for our community

R **Respect**
Act with honesty and integrity

I **Innovation**
Seek better ways

S **Simplicity**
Easy to do business with

E **Engagement**
Provide opportunities for all to participate

Position Title	Business & Technology Analyst
Position Number(s)	
Classification	Level 6
Reports to	Manager, Innovation & Technology Services
Division	Innovation & Technology Services
Department	Strategy & Governance
Direct reports	None

Position Purpose

As a Business & Technology Analyst, you will play a pivotal role in bridging the gap between business needs and technology solutions. Your responsibilities include analysing business processes, gathering and documenting requirements, and designing innovative solutions that align with organisational goals. You will collaborate with stakeholders to understand their challenges and objectives, propose and architect effective solutions, and ensure successful implementation through project delivery and continuous improvement efforts. This role requires analytical thinking, technical acumen, and strong communication skills to drive business success through tailored technological advancements.

Key Relationships/Interactions

Internal
- Build and maintain strong relationships with internal stakeholders to enhance business relationships and project delivery and to understand and manage the impacts of the change and project implementation plan.
- Work collaboratively with all operational business groups to understand current and future state and to ensure business requirements are translated into documentation.
- Work closely with the Innovation & Technology Services team to ensure the appropriate information is available for projects within specified timeframes.
- Work closely with project management teams to successfully monitor the progress of initiatives.

External
- Build and maintain strong relationships with external stakeholders, Technology1 Consultants and Contractors to enhance business relationships and project delivery and to understand and manage the impacts of the change and project implementation plan.

Special Conditions

- Some out-of-hours work may be required.
- In line with the Council's Background Screening & Reporting Procedures, Department of Human Services (DHS) screening clearances are required for all positions and will be renewed upon expiry thereafter.
- An unencumbered South Australian Drivers Licence may be required.
- A satisfactory medical and/or functional assessment may be required.

Key Accountabilities

The Business & Technology Analyst role is responsible for:

Business Process and Requirements Analysis
- Conduct business process modelling to identify opportunities for process improvements and reduction of business complexities.
- Gather, validate and document business requirements for projects/programs.
- Work collaboratively with all operational business groups to understand current and future state and to ensure business requirements are translated into documentation.
- Investigate operational requirements, problems, and opportunities, seeking effective business solutions by improving new or changed business processes.

Technology and Innovation
- Analyse current technologies used within Council and Alwyndor Aged Care and determine ways to improve.
- Improvement strategies for current technologies within Council and Alwyndor have been identified and reported.
- Research new and advanced technologies and approaches regarding best practices in the field.
- Utilise established systems architecture, project management methodology, and tools to achieve business innovation and improvement outcomes.
- Undertake research and keep abreast of contemporary work methods required.
- Stay updated with the latest trends and advancements in business analysis and solution architecture.

Solution Design and Development
- Design end-to-end solutions that integrate with existing systems and align with business strategies, ensuring scalability, security, and sustainability in solution designs.
- Align solutions with the organisation's IT infrastructure and technology roadmap.
- Create and maintain functional specifications for solutions that are accurate and complete.
- Provide detailed specifications for proposed solutions.
- Create and maintain or enhance procedures, processes, and designs for systems.
- Assist with the implementation and testing of solutions.
- Evaluate system architecture with an emphasis on the design.
- Maintain comprehensive documentation for all solutions and processes.

Initiative and Project Management
- Work closely with project teams to successfully monitor the progress of initiatives.
- Progress of initiatives is monitored and reported within reasonable timeframes.
- Possible project challenges and constraints are accounted for, including risks, time, resources, and scope.
- Deliver quality outcomes on time and within budget.
- Contribute to assigned projects utilising the appropriate methodology relevant to the required outcomes.
- Identify potential risks associated with solution design and implementation by developing mitigation strategies and contingency plans to address risks proactively.
- Implement feedback loops to gather insights from solution deployments, refine processes, and promote a culture of continuous learning and improvement within the team.

Stakeholder Management

- Build strong relationships with internal and external stakeholders to enhance business relationships and project delivery.
- Stakeholder expectations are managed around projects/programs, generating buy-in to the solution and build capability to embrace new technology platforms.
- Identify and manage issues and risks relating to stakeholders and escalate these to the Manager Innovation & Technology Services.
- Proactively develop and maintain respectful and positive relationships internally and with customers.
- Actively participate and maintain a customer-focused culture.

Operational Support

- Work closely with the I&TS team to ensure the appropriate information is available for projects within specified timeframes.
- In conjunction with the Senior IT Project Delivery Specialist, assist with resolving program issues.
- Share knowledge and best practices with the I&TS team to enhance overall capabilities.
- Provide expert advice and guidance relating to all aspects of the area of operation.
- Support business transition across the Council and assist with change.
- Actively seek and suggest ways to improve work practices and outcomes.
- Estimate costs and identify business savings.
- Identify issues, risks, benefits of existing and proposed solutions, and a business impact statement.

Selection Criteria

Qualifications	• A tertiary qualification in business and technical analysis disciplines, or experience in a similar role	Essential
Technical Knowledge & Experience	• Experience developing on-premise and cloud-based Technology1 solutions • Demonstrated TechnologyOne (or similar) configuration experience • Experience understanding and analysing problems to find solutions • Experience in business evaluation and continuous improvement activities • Experience in research, analysis of data and preparation and presentation of discussion papers and reports	Essential
	• Experience in software engineering and design architecture • Knowledge and understanding of guidelines and standards relevant to the area of operation • Experience with change management principles, process and methodology • Experience in leading services or organisation through times of change •	Highly Desirable
	• Knowledge of UX design principles • Knowledge and understanding of legislation, guidelines, and standards relevant to the area of operation • Experience in the preparation of presentations and reports for Executive, Committees and Council	Desirable
Personal Capabilities	• Analytical, problem-solving, and decision-making skills with an ability to explore new and innovative ways to do business using creative solutions • Highly self-motivated with the ability to establish credibility and deliver high-quality outcomes • Strong verbal and written communication skills with the ability to colabortae and support others • Ability to prioritise workload and meet set timelines and project deliverables • Ability to be resilient, innovative, flexible and readily accommodate change • An open mindset and will develop and learn from others • • Ability to work both independently and in a team environment • Ability to share information and expertise freely.	Essential
Collaboration & Communication	• Demonstrated commitment to teamwork and the maintenance of a supportive work environment • Demonstrated capability to establish positive connections and engage in consultation, and communication with staff, and other stakeholders at various levels, both orally and in written form	Essential
Customer Service & Continuous Improvement	• Demonstrated commitment to customer service and continuous improvement • Actively participate and maintain a customer-focused culture • Actively seek and suggest ways to improve work practices and outcomes	Essential
Corporate	• Proficient in the use of Microsoft Office and experience in using corporate digital applications • Experience with the Technology 1 suite of applications	Essential

Workplace Health and Safety and Return to Work Responsibilities

Employees are legally obligated to protect themselves from risks to health and safety and ensure they do not cause a risk to others through any action or omission.

In particular, employees are responsible for:

- Comply with any reasonable instruction and cooperate with any reasonable policy or procedure related to WHS.
- Taking reasonable care regarding work health and safety.
- Participating in training or other activities to protect their health and safety whilst at work.
- Actively participate in rehabilitation and return to work programs as required.
- Ensuring that they are fit for work and not in such a state (due to alcohol, drugs or any other reason) as to endanger their safety or the safety of any other person at work.
- Not wilfully interfere with or misuse items or facilities provided in the interest of the health and safety of workers.
- Report all accidents, incidents, injuries, and property damage per agreed procedures.
- Utilise and maintain appropriate personal protective equipment.

Corporate Systems Information and Data Management

Make certain that all corporate information, data and documents are recorded and handled within the approved corporate systems, following the organisation's established policies and procedures regarding data, information and records governance process, both in electronic and physical formats.".

Performance Development Review (PDR)

Employees will actively engage in the Performance Development Review (PDR) process, which involves setting work priorities, tracking progress towards goals, and offering input on how individual skills can be enhanced in alignment with the role. Additionally, leaders will ensure that PDRs are completed annually for direct reporting staff.

Acknowledgement

This Position Description is only descriptive of the type of duties to be undertaken by you during your employment, and you accept that the organisation may require you to carry out any responsibilities within your skills and competence.

Employee Name: _____   Direct Manager: _____

Signature: _____   Signature: _____

Date: _____   Date: _____

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