

Senior Business Analyst

HEP Level 9

POSITION NUMBER	909248
ORGANISATIONAL UNIT	Digital and Campus Services (DCS)
POSITION REPORTS TO	Senior Manager, Projects and Business Analysis
OVERALL PURPOSE	<p>The overall purpose of the Senior Business Analyst is to lead the analysis requirement gathering, and reengineering of processes related to the delivery of University's strategic initiatives, with a core emphasis on cybersecurity program and associated initiatives. This role plays a pivotal part in enhancing operational efficiency and effectiveness across the University while championing the uplift of digital safety frameworks.</p> <p>The role will be responsible for preparing comprehensive business cases and requirements, epics and user stories as well as creating context, data flow and process diagrams. The Senior Business Analyst will work closely with stakeholders to understand business needs, document and analyze requirements, and support solution analysis using recognized frameworks.</p> <p>This role requires collaboration with business areas, project team members within DCS and within the Enterprise and Digital portfolio to drive effective outcomes.</p>
ORGANISATIONAL CONTEXT AND RELATIONSHIPS	<p>Within the University the position:</p> <ul style="list-style-type: none"> works closely with Business Representatives, Academics, Students and DCS colleagues to support the discovery phase of initiatives. works closely within the Program and Business Engagement Team to support project governance, change management and delivery of initiatives. works closely with the Business Analysis Community of Practice to continue to provide guidance and improvements on Business Analysis practices across Victoria University. <p>Outside the University the position liaises with:</p> <ul style="list-style-type: none"> vendors and suppliers of the University when appropriate.
LOCATION/CAMPUS	The position is currently located at the Footscray Park Campus of the University. The position and incumbent may be relocated to any other existing or future University work locations where it conducts its operations.

People and Culture use only

KEY CAPABILITIES

Victoria University is committed to building core capability across VU through investment in our staff, our systems and our processes. We will develop the capabilities of our staff to:

Deliver – Excellence Results-driven, accountability, problem solving focus.

Engage – Customer service mind-set internally, externally and particularly for students.

Collaborate and Partner – Build successful relationships, communicate effectively, influence and negotiate.

Innovate – Entrepreneurship, growth, continuous improvement, digital transformation.

Lead – Inspire direction, lead change, manage and develop people.

OUR ORGANISATION

Victoria University (VU) is a dual sector (higher education and TAFE) tertiary institution based in Melbourne, Australia. VU has academic colleges, each covering a broad discipline of study, and several research institutes and research centers. The University has campuses in Melbourne's CBD and western region, and international campuses in Sydney and Brisbane. It also offers courses at partner institutions throughout Asia. Almost 43,000 students, including around 14,000 international students, study VU courses worldwide. In 2016, VU celebrated its 25th anniversary as a university, which also marked its 100 years as an educational institution.

Commitment to Protecting Country:

Victoria University honors its deep diversity as a foundation for collaboration and social progress. We will demonstrate sensitivity in respecting First Nation perspectives. We will ensure that we respect our Indigenous voices and commit to sustainable Protecting Country. We will take leadership responsibility, in all that we do, to improve the health and wellbeing of our local and global communities, and the planet that we share.

Commitment to Diversity and Inclusion at VU:

Victoria University believes that diversity of the workforce adds value to the University and creates a stronger, richer working environment for everyone. We are committed to making reasonable adjustments to ensure that our employees have positive, barrier-free work environments that accommodate their access needs. Employees who require adjustments are encouraged to discuss their needs with their line manager

ORGANISATIONAL UNIT

Victoria University's Digital and Campus Services department is focused on high quality customer engagement with a service excellence and innovation mindset and implementing process enhancements that will drive better outcomes for students, staff and our extended community as we seek to be relentlessly customer centric. Digital and Campus Services is responsible for modernizing technology platforms and the University's infrastructure on a comprehensive scale to ensure VU is a thriving place to work and study.

Working closely with our customers and suppliers, we provide workforce solutions in areas including infrastructure, data, application development, digital solutions and innovation. This department includes:

- Enabling Services
- Office of the Chief Information Security Officer (CISO)
- Business Engagement and Projects
- Estate Strategy, Planning and Delivery
- Strategy and Architecture
- Campus Services

MAJOR TASKS AND ACCOUNTABILITIES

- ◆ Lead the development of comprehensive business cases to support strategic, capital-funded initiatives across the University
- ◆ Develop, analyze and re-engineer business processes to ensure alignment with needs and priorities
- ◆ Facilitate workshops, forums, and collaborative sessions to address business challenges and advise project stakeholders
- ◆ Prepare detailed business documentation including requirements, epics, user stories, journey maps, process diagrams, and data flows
- ◆ Collate, develop, analyze, evaluate, and communicate evolving system and functional requirements
- ◆ Collaborate with testers and the Test Lead to support UAT and training for system rollouts
- ◆ Consult and partner with fellow Business Analysts to provide high-quality insights and analysis to stakeholders
- ◆ Actively contribute to Agile methodologies through participation in rituals and squad activities
- ◆ Build strong working relationships with internal teams, contractors, and vendors to optimize systems and processes
- ◆ Provide responsive analysis and well-supported recommendations to senior managers and project teams
- ◆ Ensure compliance with University IT policies, PMO methodologies, and strategic frameworks
- ◆ Facilitate and guide technical workshops to refine and clarify requirements with engineering teams
- ◆ Act as a liaison between business and technical teams during kick-offs and cross-team sessions
- ◆ Understand and document current and future state architecture, system workflows, data models, and environment diagrams
- ◆ Map system interfaces, infrastructure dependencies, and data flows in collaboration with tech teams
- ◆ Synthesize data from multiple sources to support accurate, comprehensive documentation
- ◆ Support end-to-end testing activities, including stakeholder review and sign-off
- ◆ Finalise and document business processes aligned with project and organizational objectives
- ◆ Collaborate with internal stakeholders and 3rd vendors to support change transition to BAU
- ◆ Influence and negotiate with stakeholders to align priorities, scope, and deliverables in a complex environment

TYPICAL/MAJOR CHALLENGES

- ◆ Developing and implementing business requirements, models and processes that achieve the strategic and operational objectives of the University while maintaining business continuity.
- ◆ Maintaining effective relationships with stakeholders to facilitate timely changes to business processes and systems.
- ◆ Regularly reviewing and assessing current business processes to ensure ongoing relevance and drive continuous improvement and excellence.
- ◆ Exercising a high degree of independent decision-making while also collaborating with others when necessary.
- ◆ Ensuring compliance with all University governance and relevant legislative requirements is met related to their position and responsibilities.

LEVEL OF SUPERVISION

Operates under the broad direction of the Senior Manager Projects and Business Analysis as well as Director Business Partnering & Governance. May be required to manage other administrative, technical, and/or professional staff.

PROFESSIONAL AND ORGANISATIONAL KNOWLEDGE

- ◆ Significant expertise and experience in identifying and driving business process transformations within an organization, utilising logical and analytical problem-solving methods.
- ◆ Strong experience in data analysis, journey mapping, and process mapping to support effective root cause analysis.
- ◆ Ability in writing compelling business cases that support strategic initiatives.
- ◆ Certified in or demonstrated knowledge of IIBA, Agile methodologies, PMI and PRINCE2.
- ◆ Knowledge of University operations, governance and decision making processes, including quality assurance policies and procedures and other relevant legislative requirements.

KEY SELECTION CRITERIA

Essential:

1. Knowledge or Training equivalent to: Postgraduate qualifications and extensive relevant experience; or extensive management experience and proven management expertise; or an equivalent combination of relevant experience and/or education/training.
2. Demonstrated experience supporting and delivering cybersecurity initiatives, including working across multidisciplinary teams to implement secure systems, manage risk, and ensure compliance with cyber standards and policies. Proven ability to contribute technical and analytical expertise to enhance digital security frameworks and support the successful delivery of cyber-related projects.
3. Demonstrated expertise in business process re-engineering and system integrations to enhance operational efficiency.
4. Demonstrated extensive experience in analyzing business problems, utilizing data analysis, journey mapping, and process maps to inform business requirements.
5. Demonstrated ability in developing comprehensive business cases, including financial modelling to support strategic initiatives.
6. Demonstrated strong analytical, conceptual, and problem-solving abilities with a track record of resolving complex issues.
7. Demonstrated experience in evaluating business needs and developing clear and concise solution requirements and managing those requirements through to implementation.
8. Proven ability to manage multiple projects simultaneously, consistently delivering results within critical deadlines in a dynamic organizational environment.
9. Excellent interpersonal and communication skills (oral and written), influencing and negotiation skills, presentation and report writing skills.
10. Ability to maintain strong stakeholder relationships to deliver process and system changes and support user acceptance testing.
11. Experience in working within Agile and other recognized delivery frameworks to uplift business analysis standards.
12. Demonstrated capacity to understand and comply with employer policy and practices in all aspects of work and conduct, including OHS and Anti-Discrimination responsibilities and complete/attend relevant training.

Desirable

1. Cybersecurity Fundamentals: Understanding of core principles such as confidentiality, integrity, and availability (CIA triad), and how they apply to business processes and systems
2. Security Requirements Gathering: Experience eliciting and documenting security-specific requirements, including compliance with standards like ISO 27001, NIST, and ACSC Essential Eight
3. Data Protection & Privacy Regulations: Understanding of relevant legislation and standards such as GDPR, Australian Privacy Principles (APPs), and industry-specific compliance frameworks
4. Cybersecurity Tools & Technologies: Awareness of SIEM, IAM, DLP, endpoint protection, and other security technologies used to monitor and safeguard systems
5. Knowledge and/or experience with student administration functions and trends in a University
6. Knowledge of Vocational Education and Higher Education industry drivers.