Senior Functional Analyst

HEP Level 8

POSITION NUMBER	954422
ORGANISATIONAL UNIT	Digital and Campus Services (DCS)
POSITION REPORTS TO	Student Experience Domain Engagement and Delivery Lead
OVERALL PURPOSE	The Senior Functional Analyst within Digital and Campus Services plays a strategic role in delivering enterprise solutions that support organisational objectives and improve operational efficiency. This position leads the analysis, design, and optimisation of complex systems and business processes, working across multiple programs or projects. The role serves as a key advisor to stakeholders, providing insight, guidance, and leadership in solution development, systems integration, and continuous improvement
ORGANISATIONAL CONTEXT AND RELATIONSHIPS	**Within the University the position:** • Works collaboratively with business leaders, technology teams, subject matter experts, and end-users. • Provides mentorship and guidance to other analysts and project contributors. Leads analysis streams within Agile or hybrid delivery models. **Outside the University, the position liaises with:** • Vendors, service providers, consultants, and industry peers to evaluate solutions and manage support relationships.
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.

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 centres. The University has campuses in Melbourne's CBD and western region, and a campus in Sydney and Brisbane. It also offers courses at partner institutions throughout Asia. Over 40,000 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 honours 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 Group is focused on high quality customer engagement with a service excellence and innovation mindset and implementing process, system, and built 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 modernising technology platforms and the University's infrastructure on a comprehensive scale to ensure VU is a thriving place to study and work. Working closely with our customers and suppliers, we provide workforce solutions in areas including infrastructure, data, application development, digital solutions, and innovation.

This Group includes:

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

MAJOR TASKS AND ACCOUNTABILITIES

- Build, manage, and maintain successful relationships with various stakeholders including business process owners, customers, technical analyst, developers and relevant systems teams

- Lead the end-to-end analysis of complex business problems, designing innovative and scalable solutions across systems and processes.

- Champion best practice business analysis approaches and proactively contribute to the development of frameworks, templates, and standards.

- Drive discovery, requirements gathering, and solution design across cross-functional teams and multiple projects.

- Conduct strategic assessments, gap analysis, and process reengineering to support business transformation.

- Perform a lead role in driving continuous improvement and identifying innovative and new ways of using or enhancing systems to ensure they are being fully leveraged by the University.

- Guide stakeholders through business process improvements and system adoption.

- Lead user story creation, acceptance criteria definition, and refinement sessions.

- Oversee system configuration and integration efforts, ensuring alignment with enterprise architecture.

- Prepare and deliver high-level documentation including business cases, functional specs, process maps, and training materials.

- Provide expert advice to senior management on solution design, system capability, risks, and improvement opportunities where necessary.

- Respond to queries and concerns from users, including senior managers, with supporting research/evidence, analysis, and recommendations.

- Co-ordinate User Acceptance Testing and deliver training to users in relation to systems and changes, in collaboration with Testers and other staff, as required.

- Mentor, train and support the development of junior analysts to enhance their business knowledge, technical skills and functional expertise to contribute to capability uplift across the team.

- Maintain visibility over system performance, user feedback, and enhancement roadmaps.

- Maintain knowledge of relevant technology trends, tools, and best practices.

- Ensure compliance with data governance, privacy, accessibility, and security requirements.

- Actively contribute to change management, communications, and training strategies to ensure successful system adoption.

- Work collaboratively with other teams in DCS to ensure consistency of advice and solutions and conformance to DCS policies and procedures.

- Be responsible for compliance with all VU policies, including alignment with the University's IT directions, and PMO methodology to ensure that the initiatives are developed and implemented within the University's policy framework.

TYPICAL/MAJOR CHALLENGES

- Managing multiple complex projects simultaneously while aligning solutions with strategic business and technical goals.
- Developing and maintaining strong and effective relationships with diverse stakeholder groups with competing priorities.
- Designing flexible and future-ready solutions in a rapidly evolving digital and regulatory landscape.
- Driving process innovation and standardisation across siloed functions.
- Leading change and fostering collaboration in high-stakes, time-sensitive environments.

LEVEL OF SUPERVISION

- Operates under broad direction from Student Experience Domain Engagement and Delivery Lead and may be required to manage other administrative, technical and/or professional staff.

PROFESSIONAL AND ORGANISATIONAL KNOWLEDGE

- Significant expertise and experience in systems analysis, business process design, and enterprise solution architecture.
- Substantial knowledge of Agile delivery, system development life cycles, and expertise in continuous improvement practices.
- Advanced understanding of enterprise platforms and integrations, with ability to lead end-to-end system initiatives.
- Familiarity with risk, compliance, security, and change management in enterprise system contexts.
- 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: Post graduate qualifications or progress towards postgraduate qualifications and extensive relevant experience, or extensive experience and management expertise, or an equivalent combination of relevant experience and/or education.

2. Demonstrated experience leading the analysis of enterprise systems and large-scale digital transformation projects.

3. Advanced capability in stakeholder engagement, facilitation, and translating complex business needs into clear functional requirements.

4. Excellent communication skills (both written and oral), with the ability to influence, negotiate, present findings, and build consensus at all organisational levels.

5. Proven expertise in systems integration, data mapping, process modelling, and solution validation.

6. Strong understanding of Agile principles, with experience playing a lead role in Agile teams.

7. Strong analytical, conceptual and problem-solving skills and a demonstrated ability to solve complex problems.

8. **D**emonstrated capacity to work on multiple projects simultaneously and deliver results determined by critical dates in an organisational environment.

9. Demonstrated ability to assess risks, evaluate trade-offs, and recommend pragmatic, scalable solutions.

10. Demonstrated capacity to understand and comply with employer policy and practices in all aspects of work and conduct, including OH&S and Anti-Discrimination responsibilities and complete/attend relevant training.

Desirable

11. Relevant certifications (e.g., CBAP, Agile/Scrum, ITIL, TOGAF).

12. Experience with enterprise SaaS platforms such as TechnologyOne, Oracle, D2L, or equivalent.

13. Familiarity with data visualisation, reporting, or analytics tools.

14. Experience in leading UAT, training, and change initiatives.