



Principal Business Analyst Analysis and Design Team

DIGITAL BUSINESS SOLUTIONS
ACADEMIC DIVISION



About QUT

QUT is a major Australian university with a global outlook and a 'real world' focus. We are one of the nation's fastest growing research universities and our courses are in high demand.

We are an ambitious and collaborative institution that seeks to equip our students and graduates with the skills they will need in an increasingly disrupted and challenged world. We are transforming the student experience we offer our 50,000 students and we place a premium on the international and national accreditation of our various professional degrees.

Our internationally award-winning Science and Engineering Centre is home to The Cube, acknowledged as one of the world's largest digital interactive learning and display spaces. QUT established the world's first Creative Industries Faculty, and we invest heavily in collaborative learning and interdisciplinary research environments, including the \$95M Education Precinct.

Further information about QUT can be obtained from the website at www.qut.edu.au.

Our Vision

QUT's [Blueprint 6](#) is our institutional strategic plan. The Blueprint formalises QUT's ambitions and declares our strong sense of purpose which is to provide transformative education and research relevant to our communities. It provides a framework and strategies to enable QUT to realise our vision to be the university for the real world and identifies the following priorities:

- support aspiration and inclusion
- encourage creativity and entrepreneurship
- embrace digital transformation and technology
- embed principles of health and wellbeing
- support Indigenous Australian engagement, success and empowerment
- enable professional engagement and ethical leadership and,
- focus on the environment and sustainability

Aligned to and supporting our vision are the QUT Values. These Values highlight what makes QUT distinct and successful. Providing a compass for our decisions, actions and behaviours and strengthening our community.

QUT Values

- Ambition
- Curiosity
- Innovation
- Integrity
- Inclusiveness

About Digital Business Solutions

Digital Business Solutions (DBS) provides support for staff and students across a range of information and technology services. DBS uses technology to create value for our students and customers through the portfolios of Learning and Teaching, Research and Innovation, and Professional Services.

DBS embraces digital transformation as being fundamental to our service in supporting QUT's aspirations outlined in Blueprint 6.

DBS provides value across a number of functional units: Digital Strategy and Innovation, Solution Design and Delivery, Service Operations, Business Process Improvement Office, Learning Environments and Technology Services, and Enterprise Reporting and Analytics.

About the Position

The Principal Business Analyst is required to perform a vital role in the Analysis & Design Team within Digital Business Solutions division at QUT.

The Principal Business Analyst will play a key role in leading, managing and coordinating the translation of business improvement ideas into tangible business analysis artefacts and solutions that will achieve the desired outcomes of the initiative, minor or major project and realise benefits across QUT.

To be successful in this role, the Principal Business Analyst will have:

- Experience in deploying technologies across large, highly complex organisations
- A systems-thinking mindset that places the customer at the centre of business and technology change
- Strength in establishing and maintaining effective relationships with affected stakeholders across diverse organisational groups
- Capability to ensure reliable and accurate information can be gathered and distilled

into business requirements for ICT solution purposes

- A demonstrated history of applying best-practice techniques across a complete delivery lifecycle, ultimately ensuring complete traceability from business problem to the change/solution being introduced
- Demonstrated experience working in a cross-functional, multi-project delivery environment that realises outcomes and changes concurrently
- Demonstrated experience managing and mentoring business analysts

This position reports to the Analysis & Design Manager for supervision, workload management and for Performance Planning and Review (PPR).

Key responsibilities include:

- Lead and manage business and solution analysis activities across the organisation.
- Work closely with project, business and technical stakeholders to effectively discover, define, validate, prioritise and continuously manage requirements that translate identified needs into solution outcomes which align with QUT's architectural principles and strategies.
- Effectively facilitate sessions with diverse stakeholder groups, leveraging best-practice techniques and methodologies (such as design and systems thinking) to achieve desired objectives and outcomes.
- Collaborate with technical specialists, service management stakeholders and relevant subject matter experts to map, document and establish business processes modelling of current, transitional and future states.
- Provide input into the direction for business analysis activities across the organisation, including business process modelling, business and solution requirements lifecycle management, and data modelling.
- Analyse and critically evaluate information from multiple sources to support effective solution definition and design activities that consider competing stakeholder views and needs.
- Analyse and consolidate information to input into the development of the business cases, solution options assessments and feasibility studies to ensure that the value proposition is clear, investment is justified, and business benefits can be realised.
- Provide plain language advice on technical issues to non-technical audiences.

- Contribute to system, integration, user acceptance and production verification testing cycles by preparing and executing test plans and scripts.
- Contribute to the QUT Business Analysis Community of Practice by actively leading and participating in forums and continuous improvement activities aimed at advancing the Business Analysis Framework and improving maturity.
- Comply with health and safety policies, procedures, hazard reporting and safe work practices.

To ensure job flexibility the successful appointee may be required to:

- perform any other duties as nominated by the University consistent with the relevant classification descriptors detailed in the Enterprise Agreement. Staff undertaking any new duties will receive training;
- participate in job rotation or multiskilling in consultation with their supervisor;
- work across campuses

Type of appointment

This appointment will be offered on an ongoing, full-time basis.

Location

Kelvin Grove campus.

Selection Criteria

1. Education, training and/or relevant experience equivalent to a postgraduate qualification, together with extensive experience in ICT business analysis.
2. Proven leadership ability with experience in assisting to maintain a coherent team culture focused on achieving organisational goals and applying developmental strategies that support the team to have the relevant skills to respond to client needs.
3. Demonstrated experience working in a similar role supporting the successful delivery of high-impact and high-value initiatives that lead to meaningful change, with a proven ability to use initiative and self-drive to meet demanding deadlines.
4. Proven ability working with key stakeholders to translate requirements into solution outcomes, using advanced facilitation skills and applying contemporary business analysis

- techniques to achieve the desired result.
5. Well-developed interpersonal and communication skills that cultivate and maintain productive, collaborative and outcomes-focused working relationships to anticipate and negotiate changes in client expectations and requirements.
 6. Proven ability working with key stakeholders to lead the integration of demand management with complementary strategic, operational and change management processes.
 7. Demonstrated experience in working with diverse project, in-house development, and vendor teams to deploy complex, integrated technologies and affect business change concurrently.

Highly Desirable:

8. Previous experience with Agile methodology, working within cross functional teams and involvement in continuous improvement initiatives would be highly desirable.

Desirable:

9. Previous experience within the Higher Education Sector.

Remuneration and Benefits

The classification for this position is Higher Education Worker Level 9 (HEW9) which has an annual remuneration range of \$133,814 to \$140,187 pa. Which is inclusive of an annual salary range of \$114,040 to \$119,470 pa and 17% superannuation.

In July 2020 QUT staff voted in favour of a variation to its Enterprise Agreements. The variations were approved by the Fair Work Commission in August 2020.

The variation impacts leave loading (for new staff no loading will be paid or accrued during the period the variation is in effect), salary increases (the salary increase which was due to occur in the first full pay period of December 2020 has been deferred until the first full pay period of December 2021) and superannuation (superannuation will be paid to staff as though the salary increase which would have been paid in December 2020 has taken effect and, subject to the rules of the superannuation fund, a defined benefit member will continue to make contributions in alignment with the contributions made by the University). A link to the variation is [here](#).

Beyond personal and professional fulfilment, a career at QUT brings a broad range of tangible

benefits. With competitive remuneration including superannuation, the University offers real and generous benefits.

QUT is a high quality and flexible organisation that is proud of its excellent employment conditions which include but are not limited to:

- Reduced working year scheme
- Parental leave provisions
- Study support encompassing leave and financial assistance
- Comprehensive professional development
- Salary Packaging

Further benefits can be found at the [Working at QUT](#) page.

Information for applicants

The position is open to current staff members of QUT who have ongoing full-time work rights in Australia. Former QUT staff members who were employed at 23 April 2020 are also eligible to apply for this position. Please indicate your eligibility within the application questions. In support of our strategic priority of Indigenous Australian success, Aboriginal Australians and Torres Strait Islander people who are not QUT staff are also eligible and encouraged to apply.

Applicants who reach the final stage of the selection process will be expected to undergo a check of their criminal history. Those matters which do not have an impact on the inherent requirements of the position will not be taken into consideration. Applicants will be provided with an opportunity to discuss the outcome of the check before a decision on appointment is made.

For further information about the position, please contact Seodhna Simms, Analysis and Design Manager, on (07) 3138 9301; or for further information about working at QUT contact Human Resources on (07) 3138 4104.

Candidates who are interested in the position are encouraged to apply even though they may feel they are not strong on individual selection criteria.

In assessing merit, the panel will take into consideration “performance or achievement relative to opportunity”. We recognise that many staff today have a range of personal circumstances, and career histories that challenge traditional ideas of a staff

member. This may mean, for example, prioritising the quality of achievement rather than the quantity, as considerations of part-time employment, career interruptions and significant periods of leave are taken into account when assessing performance or achievement.

How to Apply

For further information and to apply, please visit www.qut.edu.au/jobs for reference number **21238**.

When applying for this position we encourage you to upload your response to the selection criteria.

Applications close 7 March 2021