

Position Description

Business Analyst, IT

IT | IT Operations and Technology Delivery | Award: Not Applicable

<p>ABOUT THE RACP</p>	<p>The Royal Australasian College of Physicians ('RACP') connects, represents, and trains specialists from a number of specialities across Australia and Aotearoa New Zealand. The RACP provides services to support the delivery of training, continuing professional development, and health policy and advocacy to medical health professionals.</p> <p>The IT department assists the College to deliver and maintain technology that simplifies connection, enhances learning, and drives digital innovation, helping physicians and the College thrive today and into the future.</p>
<p>POSITION PURPOSE</p>	<p>The IT Business Analyst plays a critical role in helping business teams to articulate their needs and for IT to understand, prioritise and implement its pipeline of change requests.</p> <p>The role:</p> <ul style="list-style-type: none"> - Collaborates with stakeholders across the College to clarify and articulate needs and identify, justify, and ensure implementation of appropriate technological solutions that align with College goals. - Assists requestors, solution development stakeholders to prepare business cases, product roadmaps, clarify project scope, identify solution and project risks and impacts. - Collaborates with stakeholders to understand current practices, define, engineer and document target processes - Aligns processes with requirements and solutions - Leverages College system solutions such as M365, Atlassian suite, Dynamics 0365 modules, Power Apps, Power Automate, Dataverse and Power BI. - Supports testing and change adoption activities. - Produces specifications for application features, workflows, and data models - Produces release notes to ensure stakeholders understand process changes and new solutions. - Ensures compliance with College security, risk, project management and governance frameworks when scoping, designing and assisting deployment of solutions.
<p>KEY ACCOUNTABILITIES</p>	<p>Elicitation</p> <ul style="list-style-type: none"> - Undertake analysis of complex business processes and business rules to understand change requests. - Understand needs and requirements to the extent that a judgement can be made of the suitability of College technologies, minimum viable product can be predicted and product roadmaps defined - Understand urgencies and impacts of not achieving outcomes and submit priority recommendations into product and portfolio prioritisation activities.

- Identify opportunities for process / solution improvements

Scoping

- Work with architects and solution developers to identify high level options to satisfy the change requests
- Conduct cost/benefits analysis to clarify financial impact of options
- Create / support stakeholders to create business cases for approval by Sponsors and the board if required
- Ensure alignment of project scope and solutions with strategic goals and technology strategies
- Capture, identify and provide accurate advice about project risks and issues
- Identify stakeholders of the changes, ensuring customer focused processes and solutions where applicable
- Build and maintain key relationships with project teams, vendors and stakeholders to assist with projects, technology evaluations and the resolution of solution issues

Specifications

- Work with architects, solution designers to prepare specifications for high-quality solutions, including the creation of High-Level Designs, Detailed Designs, and As Built Specifications to support the architecture and design process.
- Conduct specification reviews and walkthroughs for applications, workflows, and reports;
- Assess existing implementations, recommend optimisations, and execute on approved changes.

System Customisation & Configuration:

- Support customisation and configuration of College systems including M365, Atlassian suite and Dynamics 365 modules to meet the evolving needs of the organisation.

Data Integration & Reporting:

- Work with other teams to develop integration solutions between College platforms and other internal systems.

Process Optimisation & Automation:

- Analyse internal processes, identify inefficiencies, and implement automation solutions to streamline workflows and reduce operational bottlenecks.
- Promote and implement security by design practices to safeguard data and workflows.

User Support:

- Develop process and procedural documentation and deliver training for internal users if required, ensuring they can fully utilise College systems and tools.
- Troubleshoot issues and provide guidance on best practices.
- Overcome SME knowledge and capacity gaps

Collaboration with IT & Business Teams:

- Work closely with technology suppliers and business teams to ensure projects and or releases align with organisational goals.

	<ul style="list-style-type: none"> - Negotiate project, release scope with senior stakeholders to ensure that urgencies and resource capacity are aligned. <p>System Documentation & Knowledge Sharing:</p> <ul style="list-style-type: none"> - Document configurations, workflows, and customisations. - Create and maintain training materials, user guides, knowledge articles and process and procedures documentation to support stakeholders. <p>Operational Management & Continuous Improvement:</p> <ul style="list-style-type: none"> - Identify opportunities for improvements and recommend new features or processes to enhance system functionality. - Identify operational issues in College systems and contribute to their resolution, ensuring compliance with agreed standards and procedures. <p>Request Management</p> <p>The role will act as an escalation point for the below in relation to non-IT Services and systems including:</p> <ul style="list-style-type: none"> - New technology requests, - New service requests - Support requests for system enhancements <p>The role may participate in incident and query resolution ensuring adherence to ITIL procedures and timely resolution.</p> <ul style="list-style-type: none"> - Proactively investigates, anticipates, and resolves system-related issues while coordinating and documenting remedies and preventive measures.
COMPLEXITIES	<ul style="list-style-type: none"> • Influencing stakeholders across departments to scale requirements and adopt changes in scope or solutions without direct authority. • Balancing competing priorities between enhancements, incidents, and new solutions. • Adapting to rapidly changing business requirements in a dynamic environment. • Ensuring seamless integration with legacy systems and third-party applications. • Delivering outcomes without direct resourcing or budget control by prioritising and negotiating effectively. • Designing solutions that meet strict security, data privacy, and compliance standards. • Keeping up with frequent updates and new features in M365, Dynamics 365 and Power Platform as well as Atlassian products. • Bridging technical capabilities with business needs for actionable solutions. • Managing dependencies and mitigating risks across teams and vendors.
ROLE DIMENSIONS	<p>Reporting Line: IT Operations and Technology Delivery Manager Direct Reports: N/A Team Reports: N/A</p>
COMPETENCIES	<ul style="list-style-type: none"> • Organisational Savvy: Manoeuvring comfortably through complex policy, process, and people-related organisational dynamics

	<ul style="list-style-type: none">• Collaborates: Building partnerships and working collaboratively with others to meet shared objectives• Communicates Effectively: Developing and delivering multi-mode communications that convey a clear understanding of the unique needs of different audiences• Builds Networks: Effectively building formal and informal relationships networks inside and outside the organisation• Tech Savvy: Anticipating and adopting innovations in business building digital and technology applications• Balances Stakeholders: Anticipating and balancing the needs to multiple stakeholders• Business Insight: Applying knowledge of business and the marketplace to advance the organisations goals• Manages Complexity: Making sense of complex, high quantity, and sometimes contradictory information to effectively solve problems.• Situational Adaptability: Adapting approach and demeanour in real time to match the shifting demands of different situations• Strategic Mindset: Seeing ahead to future possibilities and translating them into breakthrough strategies• Persuades: Using compelling arguments to gain the support and commitment of others• Demonstrates Self-awareness: Using a combination of feedback and reflection to gain productive insight into personal strengths and weaknesses
EXPERIENCE	ESSENTIAL <i>Business Analysis:</i> <ul style="list-style-type: none">• Over 8 years of experience working as a Business Analyst with highly developed business analysis skills.• Experience writing business cases• Experience engineering and re-engineering and modelling processes and developing business architecture documentation• Excellent analytical, debugging, and problem-solving skills.• Ability to manage multiple internal projects, prioritise tasks, and meet deadlines <i>Analytical & Communication Skills:</i> <ul style="list-style-type: none">• Demonstrable ability to contribute to and work effectively in teams.• Excellent negotiation skills.• Proven capacity to build and maintain effective working relationships across all organisational layers.• Experience collaborating with and directing external third-party vendors on development and implementation of business solutions.• Ability to analyse business processes and translate them into technical solutions.• Strong problem-solving skills to bridge technical solutions with business goals, analysing processes to design innovative and effective systems.

	<ul style="list-style-type: none">• Strong written and verbal communication skills for interacting with internal stakeholders at all levels, including business users and IT teams. <p>Methodologies:</p> <ul style="list-style-type: none">• Experience working in Waterfall and Agile/Scrum environments.• Experience working within Project Management frameworks• Product Management Frameworks• Knowledge of DevOps practices and tools, such as Azure DevOps, Jira Projects for managing application lifecycle and deployments.• Understanding of data visualisation principles to enhance reporting and dashboards.• Experience in change management and driving user adoption of new technologies.• CBAP Certification or equivalent• Bachelor’s degree in IT, Computer Science, or related field, with relevant Microsoft certifications preferred.• ITIL practices <p>DESIRED</p> <ul style="list-style-type: none">- High level technical capability and knowledge of Information Systems.- ITIL Certification- Microsoft Certified: Dynamics 365 Fundamentals- Microsoft Certified: PL-200 Power Platform Functional- Knowledge of industry-specific Dynamics 365 solutions for specialised business domains. (Education, Member based, NFP)- Hands on experience with Atlassian product suite implementation- Hands on experience with M365 product suite implementation- Hands on experience with Power BI for creating reports and dashboards to support business insights.- Hands on experience with Dynamics 365 and Power Platform solutions, including Power Apps, Power Automate, and Power BI and Dataverse.
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We are
Accountable

We act with integrity, taking responsibility for actions and outcomes.

We
Collaborate

We share information, foster participation, and build relationships for common goals.

We
Indigenise and Decolonise

We partner, resource and embed Indigenous knowledge and ways to accelerate culturally safe change, to achieve equitable Indigenous futures.

We
Lead the way

We reflect, adapt and learn in delivering best practice.

We are
Respectful

We recognise our rich diversity and value each other’s needs and contributions.