Position Description

Position Title	Business Analyst
Directorate	Digital Technology
Department/Business Unit	Digital Technology
Team	Digital Technology
Classification	Band 7
Date	April 2025
Reports to:	Digital and Data Transformation Lead
Supervises:	Contractors and service providers as required
Internal Liaison:	All Council staff and Councillors
External Liaison:	Vendors and contractors, Software suppliers, IT professionals

Position Objectives

Your primary purpose in this position is to:

- Collaborate with departments to gather and define business requirements.
- Manage and support Council's Core Information Systems and upgrades.
- Provide technical support and promote productive use of Information Systems.
- Review business processes and advise on new or enhanced solutions.
- Assist in the investigation, specification, and implementation of new initiatives.
- Utilise data analysis to inform decision-making and improve operational efficiency.
- Create and maintain comprehensive project documentation and develop test plans.
- Liaise between business stakeholders and technical teams to facilitate system changes.

Key Selection Criteria

You need these essential qualifications (or experience), knowledge and skills to carry out this position

Essential Qualifications and Experience:

- Degree or equivalent recognised industry qualification in Information Technology, along with considerable demonstrated experience supporting business critical Information systems,
- Demonstrated significant experience in managing system upgrades including testing of new releases.
- Experience in business intelligence and report writing using e.g. SQL Reporting Services;
- Well-developed analytical, problem solving, organisational and time management skills, to prioritise responsibilities within available resources and set timelines to achieve departmental objectives,
- Ability to work both autonomously and as a member of a cohesive and efficient team,
- Excellent written and verbal communication skills including the ability to communicate effectively with staff at all levels,
- Experience with data visualization tools e.g. Tableau, Power BI
- Utilise Agile methodologies to enhance project efficiency and adaptability.

Desirable:

- Sound technical and application knowledge and experience supporting Corporate Systems or similar local government property software
- Understanding of and experience in supporting web-based systems
- Knowledge of SQL Server functions
- Experience with cloud-based systems and services (e.g., AWS, Azure).
- Certifications in relevant areas (e.g., Certified Business Analysis Professional (CBAP), Project Management Professional (PMP)).

As part of the Key Selection Criteria, you must hold and supply these licences, registrations, certificates, etc., prior to offer of employment and commencement and continue to maintain them throughout your employment in this role with Council:

☒ satisfactory (and ongoing) Working with Children's Check

☒ satisfactory (and ongoing) Police Check

Position Specific Responsibilities & Skills

In this position, you are responsible for:

Systems Management	• Manage and maintain selected Corporate Information Systems to enhance functionality and expand corporate use of the systems, • Lead upgrades and enhancements as required, • Conduct needs analysis and select effective 'best fit' solutions for the Council's corporate system requirements, • Provide comprehensive project management support for the introduction of new technology and systems. • Develop and deliver of training sessions to ensure effective use of systems across the Council
Technical Support	• Provide advanced technical support for users of council's Information Systems. • Lead proactive testing and implementation of new systems and upgrades • Administer and manage help desk calls logged into the Information Systems and Projects queue. • Support users with effective and responsive actions of user requests ensuring high satisfaction
Business Support	• Investigate and identify opportunities with service units in to enhance and fully utilise functionality within corporate systems. • Drive improved integration of core systems to streamline operations • Act as an effective and responsive conduit between service units and Information Systems Units to ensure user business needs are met.
Business Intelligence	• Utilise advanced query tools such as Crystal Reports or MS Reporting Services and data visualisation tools to extract data and present data • Prepare and present comprehensive reports and information from IT systems to support council operations and strategic planning.
Continuous Improvement	• Assist the Digital and Data Transformation Lead in developing and implementing policies, standards and work procedures based on industry best practice • Propose and implement process improvements to enhance efficiency and effectiveness. • Utilise data analysis to inform decision-making and improve operational efficiency.

Core Organisational Capabilities

We have a Core Capability framework to help everyone succeed and develop for their current and future positions. The relevant capabilities for this position are at the back.

REACH Values

Our REACH values define who we are and how we interact with others. They define how each of us should aim to operate in the workplace regardless of the role we hold. Our REACH values are at the back.

Organisational Responsibilities

Everyone at Council has the following responsibilities and obligations:

Emergency Management	• Help Council fulfil its emergency management obligations by assisting in emergency management activities as required
Child Safety	• Understand obligations and act in an appropriate manner with and around children • Promote positive work practices with children • Establish boundaries around acceptable and unacceptable behaviour in relation to children • Adhere to reporting obligations where there is suspected or discovered child abuse
Climate Change & Sustainability	• Help support Council's response to the climate emergency by helping facilitate a whole-of-organisation approach where climate change mitigation and adaptation is embedded into all Council services, assets, operational and decision-making processes.
Compliance	• Remain mindful of the requirements of the Victorian Charter of Human Rights at all times • Manage Council records in accordance with the relevant Council policies and corporate requirements to protect personal information. • Perform other duties as directed within the limits of acquired skills, knowledge, and training. • At all times, take responsibility for maintaining the strictest levels of confidentiality regarding ratepayers, customers, and employees. • At all times, comply with Council's Code of Conduct - Staff.

Diversity, inclusion and equity	• Demonstrate an understanding of and the ability to work with, diversity in the workplace, including:
	  ○ zero tolerance of racism and expectations that staff will act on incidents of racism
	  ○ supporting Aboriginal and Torres Strait Islander children to express their culture and enjoy their cultural rights.

Gender Equality	• Support Councils response to the prevention of violence against women and workplace sexual harassment, including by modelling acceptable behaviour, and reporting improper conduct in a timely manner.

Inherent requirements of the position

These are the essential requirements of this position:

Council has a Flexible Work Policy. All staff are required to attend the workplace for the minimum number of days specified in the Policy.

On a typical day, approximately this much time would be spent on the following activities:

Cognitive Requirements	**Task details (typical tasks)**	**Frequency (% of the working day)**			
		Rare/ Never	**Occasional 0 – 33%**	**Frequent 34 – 66%**	**Constant >66%**
Working independently – *ability to utilise autonomy with respect to the processes by which tasks are completed. Little to no autonomy with respect to the work allocated to them by the supervisor*		☐	☐	☒	☐
Team based work – *works in a team of people and not exposed to isolation*		☐	☐	☒	☐
Communicating with others – Verbally		☐	☐	☒	☐
Communicating with others - Written		☐	☐	☐	☒
Focused Attention to task – *high levels of attention required to minimise errors and ensure accuracy*		☐	☐	☐	☒

Cognitive Requirements	Task details (typical tasks)	Frequency (% of the working day)			
		Rare/ Never	Occasional 0 – 33%	Frequent 34 – 66%	Constant >66%
Concentrating – *high levels of concentration required while completing required tasks*		☐	☐	☐	☒
Planning and sequencing tasks and activities		☐	☐	☐	☒
Decision making – *required to exercise sound decision making while completing all aspects of the position*		☐	☐	☒	☐
Problem solving *– requirement to develop sound solutions to novel or unusual problems arising during the course of the day*		☐	☐	☐	☒
Reasoning – *required to exercise sound reasoning while completing all aspects of the position within defined scope*		☐	☐	☐	☒
Judgement – *required to exercise sound judgement while completing all aspects of the position within defined scope*		☐	☐	☐	☒
Short and long-term memory recall *– ready access to documented procedures or precedents to perform requirements of the position*		☐	☐	☐	☒
Emotional resilience – *exposure to stressful or distressing situations including meeting specified deadlines and production demands, dealing with aggressive or upset customers/clients, high conflict situations, general workload demands, change beyond individual's personal control*		☐	☐	☐	☒
Interruptions – *frequency of interruptions to daily work plans and requirement to change work plans at short notice*		☐	☐	☐	☒

Physical Requirements

☒   This position does not require more than 10-15% manual handling/physical exertion

Physical Requirements	Task detail	Frequency (% of the working day)			
		Rare / Never	Occasional 0 – 33%	Frequent 34 – 66%	Constant >66%
Mobility/Postures					
Sitting *– stay in a seated position*		☐	☐	☐	☒
Standing *– standing in an upright position, moving less than 3 steps*		☐	☐	☒	☐
Walking *– In an upright position, moving more than 3 steps*		☐	☐	☒	☐
Crawling *– Move on the hands & knees or by dragging the body close to the ground*		☐	☒	☐	☐
Non-manual handling					
Crouch/squat *– To lower the body by bending forward from legs and spine, buttocks on or near the heels*		☐	☒	☐	☐
Kneeling *– To lower the body*		☐	☒	☐	☐

Physical Requirements	Task detail	Frequency (% of the working day)			
		Rare / Never	Occasional 0 – 33%	Frequent 34 – 66%	Constant >66%
Bending – *To bend forward and down from the waist or the middle of the back, rounding the shoulders and back for more than 3 seconds*		☐	☒	☐	☐
Reaching – *Extending arms out in any direction*		☐	☒	☐	☐
Twisting/trunk rotation – *Rotating the body to one side or the other without moving the feet*		☐	☒	☐	☐
Fine manipulation/pinch grip – *Fingers are on one side of the object and thumb on the other, typically without the object touching the palm*		☐	☒	☐	☐
Power/open hand grip – *Using the whole hand to grasp an object, typically used to handle large or wide objects where the fingers are extended*		☐	☒	☐	☐
Writing/typing		☐	☐	☒	☐
Climb ladders		☐	☒	☐	☐
Climb or descend stairs		☐	☒	☐	☐
Low level work – *Performing manual handling actions at or near ground level*		☐	☒	☐	☐
Manual Handling					
Lift/Carry/Hold – *Raising or lowering an object from one level to another and holding/transporting the object using the hands, arms or on the shoulders*		☐	☒	☐	☐
Pushing/Pulling – *Applying force to move something away or closer to one's self, including static positions*		☐	☒	☐	☐
Kilograms of force (kg.f) – *Amount of force or effort required to perform a specific task or part of a task*		☐	☒	☐	☐
Weight requirements – lift, carry, push, pull or hold					
1-5kg		☐	☒	☐	☐
5.1 – 10kg		☐	☒	☐	☐
10.1 – 15kg		☒	☐	☐	☐
15.1 – 20kg		☒	☐	☐	☐
Lift floor to hip		☒	☐	☐	☐
Lift waist to shoulder		☒	☐	☐	☐
Lift overhead		☒	☐	☐	☐
Pushing/pulling		☐	☒	☐	☐

Band descriptors *(as defined in Council's Enterprise Agreement)*

These descriptors help to classify the position:

Accountability and Extent of Authority

The position is directly held responsible for:

- Manage and support Council's Information Systems and provide input into the continuous development and improvement of Council's IT systems,
- Adhere to operational procedures relevant to the provision of IT services, in particular with reference to change management and system testing,
- Make autonomous decisions and take actions that may have a significant effect on the availability of IT systems with accountability for outcomes. Participate in the development of policy within the area of expertise and management.

Judgement and Decision-Making Skills

Judgement and decision making is within the following scope:

Independently:

- Make decisions required for day-to-day operations of some of Council's systems,
- Follow-up and escalation of service requests with vendors

With Input from Digital and Data Transformation Lead:

- Make decisions in response to critical issues where systems performance and functionality is compromised,
- Decide on best methods to achieve goals as set by other Information Systems and Projects staff,

Recommends and Identifies:

- Enhancements to systems and procedures to enhance business processes,
- Future direction for Website and social media.
- Amendments to procedures and work instructions,
- Assessment and analysis of complex systems and technical problems and recommendations of appropriate solutions,

Guidance:

- Guidance is available from the Digital and Data Transformation Lead, but the role requires a high degree of autonomy.

Specialist Knowledge and Skills

The position requires the following essential skills and knowledge:

- Proficiency in managing diverse information management systems and keeping abreast of new technologies. Development and adherence to Digital Technology standards and work procedures.
- Understanding of the function of the position within its organisation context including the relevant policies, operational guidelines and precedents within the Information Management Services unit,
- Ability to set priorities to achieve specific and set objectives of the Digital Technology unit, including project targets, efficiently within the available resources and set timeframes,
- Highly developed analytical skills to resolve technical issues and provide data analysis and reporting.

Management & Interpersonal skills

The essential position requirements include:

- Ability to communicate complex IT systems to all Council staff in an effective non-technical manner,
- Ability to prepare comprehensive reports in relation to systems and technical issues,
- Ability to liaise with counterparts in other organisations to discuss specialist matters and with other employees in different functions within the Council to resolve intra-organisational problems.
- Skills in managing time, setting priorities, and planning and organising work to achieve specific objectives efficiently.
- Understanding and ability to implement personnel policies and practices, including awards, equal opportunity, occupational health and safety policies, recruitment and selection procedures, and employee development schemes.

Internal Communications:

- Other IT Services staff in relation to operational matters,
- Other Council staff in relation to business system issues and projects,

External Communications:

- Software suppliers as required in relation to purchase, installation and support,
- Peers in other local and state government agencies to facilitate cooperation and knowledge sharing on a regular basis

Verification & Approvals

I certify that the content of this Position Description accurately reflects the overall role and accountabilities of the position:

	Name	Signature	Date
Occupant			

Appendix
Core Capability Framework – Team Member

Relationship Management

Develops and maintains strong and enduring relationships with colleagues and/or external stakeholders which are built on mutual respect and commitment. Ensures that all people are treated with dignity and respect regardless of gender, ethnicity, religion or sexual orientation.

- Demonstrates respect for the wide range of views and perspectives that are expressed in their teams
- Contributes effectively to team meetings
- Demonstrates commitment to team decisions
- Demonstrates respect for other team members

Planning & Organising

Thinks from a wholistic perspective and sees the patterns in the complex relationships that exist between the different parts of the organisation. Uses these insights to ensure that the organisation's human, physical and financial resources are effectively used in the achievement of the organisation's, team's or the role's agreed priorities.

- Is able to explain the relationship between own work activities and the goals and objectives of the team
- Prioritises work based on the needs of the team
- Shares relevant information as and when appropriate
- Consistently does her/his share of the work

People Development

Demonstrates a deep commitment to ongoing learning and development as fundamental to the organisation's sustained success and to the realisation of the potential of its people.

- Is active in identifying opportunities for ongoing growth and development
- Seeks feedback with a view to personal and professional development
- Looks for opportunities to grow skills and knowledge
- Is proactive in managing own career development

Future focused organisation

Is keenly aware of the social, political, economic and technological trends that impact the global and local environments and ensures these are factored into the work of individuals, teams or the organisation to deliver on the needs and expectations of the Council and the community it serves

- Incorporates key issues impacting the broader environment into the way they undertake their work
- Responds flexibly to change
- Shows resilience in times of change
- Seeks support during times of uncertainty

Outcome orientation

Demonstrates a strong commitment to a high-performance culture by constantly striving for high quality customer service outcomes and accepting responsibility for outcomes within their control

- Demonstrates a willingness to take informed risks in solving client issues
- Ensures tasks are consistently completed to the required standard
- Responds promptly and appropriately to requests for service
- Consistently follows established practices and procedures

Service focus

Ensures there is a focus on delivering work priorities to agreed quality and timeliness standards

- Is friendly and responsive to clients/customers
- Strives to deliver quality client/customer outcomes
- Deals with client/customer issues with concern and a sense of importance

Self-management

Demonstrates self-awareness through understanding own responses to a range of situations as well as understanding the impact their behaviour has on others	• Accepts personal responsibility for outcomes within their control • Demonstrates the ability to regulate and adapt behaviour according to the circumstances and the audience • Seeks out feedback with the purpose of reflecting on work performance with a view to self-improvement • Models Greater Dandenong's ethical and organisational standards • Acts decisively during times of ambiguity and pressure

Safety, health and wellbeing

Ensures that the safety, health and wellbeing of employees, contractors, service users and councillors is at the heart of the organisation's culture and the way work is organised and services delivered	• Actively participates in discussions and activities aimed at improving safety, health and wellbeing • Takes responsibility for the personal safety, health and wellbeing of self and immediate others • Supports and encourages colleagues to actively participate in safety, health and wellbeing initiatives

Council's REACH Values

Respectful
We respect and care about our community, each other and ourselves.
We act with integrity at all times and in all matters.
We take time to listen to and seek to understand the other point of view.
We strive to understand and respect the diversity of our community and our workplace.
We understand our role in the community and respect the responsibility that comes with

Engaged
We listen to our community and respond.
We work together with our community and each other, to achieve the best outcome.
We have the confidence to challenge the status quo, to reach for better outcomes.
We are action-oriented in identifying and responding to new challenges.

Accountable
We are proud of our city, our community and our achievements.
We spend our time and effort on solutions rather than looking for someone to blame.
We take responsibility for our actions.

Creative
We care about getting the best outcomes.
We constantly ask: What's the future and what's possible?
We have the courage to try new ideas.
We strive for excellence in everything we do.

Honest
We tell the truth, even when we know people may not want to hear it.
We form our opinions and give advice from sound, evidence based research.
We act with humility and apply the highest standards of ethical behaviour to everything we do.