

# Position Description

## Business Analyst

<b>Title:</b>	<b>Business Analyst</b>
<b>Level:</b>	<b>Level 10 Above Award - \$120,000 Full Time Equivalent</b>
<b>Work Type:</b>	<b>Part time – .67 FTE</b>
<b>Department:</b>	<b>Corporate and Community Services Directorate</b>

### 1. Position Objectives

To work collaboratively as part of the Enterprise Resource Planning (ERP) Project Delivery team engaging with system users and other stakeholders to meet initial and ongoing business needs and contribute to the achievement of the Town of Cottesloe's strategic objectives.

The Business Analyst will assist the Project Manager to replace the legacy system (Authority) with DataScape supplied by DataCom. The project includes upgrading the EDRMS Content Manager to the latest version, upgrading IntraMaps Applications and ensuring all integrations are maintained and improved.

The project aims to digitise and modernise the Town of Cottesloe's operations, eliminate paper-based processes and implement digitally enabled workflows.

The position is also responsible for maintaining the Town's Geographic Information System to it aligns with the Town's standards, this involves collaborating across the organisation and with software providers to develop spatial systems solutions to explore improvement opportunities.

This is an ongoing position and will assist future projects.

### 2. Key Duties and Responsibilities

#### 2.1 Role Specific

- Be an integral part of the ERP Project Delivery team, working towards the single ERP objective of the program.
- Act as a liaison between business units and delivery partners to ensure the application is designed to meet business needs, ensuring:
  - Core functionality is developed as required by the business.
  - Functionality is thoroughly tested and ready for implementation.
  - Integrations are built and tested to ensure accurate data provisioning.
  - Objectives of key business groups (Governance, Finance, and Regulatory Domains) are met.
- Build and maintain strong relationships with delivery partners and other technology teams (customer, service provider) to ensure project continuity and successful transition into production.
- Serve as the subject matter expert on the product (DataScape), providing guidance and support to stakeholders and business leaders, particularly focusing on the prioritisation of key activities.
- Build and maintain effective working relationships with key areas impacted by the product to stay informed about critical priorities in the product environment.

- Represent the Town of Cottesloe at all working group forums and prepare/present information for Steering Committee meetings.
- Understand and design core integrations to enable the single ERP objective of this program.
- Perform various tasks during the Design, Acceptance, UAT and Implementation stages. These tasks include:
  - Create user stories or similar artefacts to capture business requirements and provide them to delivery partners for workflow design and development.
  - Understand and solve problems by working closely with various teams to identify business needs and develop practical solutions.
  - Gather, validate and document business requirements to ensure alignment among all stakeholders.
  - Collaborate with stakeholders from different business units for analysis and documentation.
  - Simplify complex technical information for easy understanding by all team members.
  - Work with technical specialists and vendors to develop detailed options and analysis.
  - Develop test plans, create test scripts, collaborate with stakeholders and ensure solutions meet requirements.
  - Co-ordinate User Acceptance Testing (UAT) to ensure solutions meet business needs and requirements.
- **GIS responsibilities:**
  - Maintain GIS database in accordance with Town's requirements. Liaise with internal and external stakeholders to create geospatial reports, maps, and spatial data layers for the GIS.
  - Collaborate with all departments in the organisation to develop and implement spatial systems solutions.
  - Liaise with software providers to resolve product issues to improve user experiences.

## 2.2 Communication and Customer Service

- Work effectively in a team environment.
- Oriented towards good customer service outcomes with demonstrated ability to manage varying expectations and negotiate towards satisfactory outcomes.

## 2.3 Administration

- Comply with the Town's Code of Conduct, policies, procedures, the WA Local Government Act 1995 and other relevant legislation.

## 2.4 Accountability

- Ability to work autonomously under limited supervision, effectively prioritise competing tasks, and consistently meet deadlines.
- Active participation, professional cooperation and collaboration with internal and external stakeholders
- Adherence to and demonstration of the values and behaviours as defined in the Town of Cottesloe Code of Conduct for Employees (2021) and strategic planning documents.

## 2.5 Work Health and Safety

- Demonstrate personal responsibility towards proactively ensuring both a physically and psychologically safe work environment for all.
- Commitment to and application of Town Policies relating to: Equal Employment Opportunity; Discrimination, Harassment and Bullying; Workplace Health and Safety.
- Timely and accurate reporting unsafe work conditions and/or incidents.

## 3. Key Outcomes

- Successful delivery of agreed project outcomes.
- Effective participation in the ERP Project Team to deliver the Project.

- Effective working relationships with all key stakeholders.

#### 4. Organisational Relationships

**Reports to:** Director, Corporate and Community Services

**Indirectly Reports to:** Project Manager, ERP

#### 5. Selection Criteria

##### 5.1 Essential

- Demonstrated experience as a Business Analyst or Systems Analyst using SQL, Power Query and Power BI.
- Demonstrated experience working on major transformational projects, affecting significant business processes and contributing to process improvements.
- Extensive experience with digital technology and ERP systems.
- Excellent communication skills with the ability to effectively engage and manage stakeholders.
- Strong understanding of change management and its role in process design and delivery.

##### 5.2 Desirable

- Experience with Authority (ERP system).
- Knowledge of Local Government operations.
- Possession of relevant qualification in Information Technology, Computer Science, Software Engineering or other relevant discipline.

##### 5.3 Appointment Criteria

- Evidence of Australian working rights,
- National Police Clearance (within last six months),
- Successful completion of a pre-employment medical.

#### 6. Employment Conditions

- *Town of Cottesloe Enterprise Agreement 2024;*
- All applicable Industrial Relations legislation (WA)
- Town of Cottesloe's Policies, Procedures and Code of Conduct

Signed: \_\_\_\_\_ Date: \_\_\_\_\_  
**Employee**

Signed: \_\_\_\_\_ Date: \_\_\_\_\_  
**Director Corporate and Community Services**

Signed: \_\_\_\_\_ Date: \_\_\_\_\_  
**Chief Executive Officer**