

## POSITION DESCRIPTION BUSINESS SYSTEMS ANALYST

### OVERVIEW

<b>Program:</b>	ICT
<b>Reports to:</b>	Manager ICT and Administration
<b>Supervise:</b>	Nil
<b>Date of Last Review:</b>	August 2018
<b>Classification:</b>	Social and Community Services Employee Level 7 Sacred Heart Mission Enterprise Agreement 2013 or subsequent Agreements

### ORGANISATION CONTEXT

Sacred Heart Mission (SHM) works with people whose capacity to participate fully in community life is affected by deep, persistent disadvantage and social exclusion. Since opening our doors in 1982, the Mission has been providing a range of innovative, relationship based service responses which enable people to overcome disadvantage and realise their full potential. As a trauma informed organisation, our shared recognition of the impact of trauma informs and guides all of our interactions with the people who access our services.

SHM is an Equal Opportunity Employer and an Environmental Sustainability driven organisation. We provide equal employment opportunities to all employees without regard to race, colour, religion, gender, national origin, age or disability. We ensure staff and volunteers operate from fit for purpose facilities that adopt green building design and practices.

SHM has a number of staff committees across the organisation committed to championing best practice in these areas. Our EEO groups lead by example to break down the barriers to inclusion and to foster a diverse workplace where people are free from discrimination and disadvantage and are treated with respect and dignity. Our Green team has set targets for developing SHM's environmental profile as a sustainable organisation and as a leader in the sector.

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## **VISION**

Our vision is of an inclusive, fair and compassionate community, which enables people to overcome disadvantage and realise their full potential.

## **MISSION**

Our mission is to build people's capacity to participate more fully in community life, by addressing the underlying causes of deep, persistent disadvantage and social exclusion.

### **We do this by:**

- Ensuring access to the necessities of food, clothing, housing, health care and specialised services.
- Listening, understanding and responding to people in a holistic, caring, and respectful way, so they can take control of their lives.
- Delivering accessible, responsive, evidence informed and innovative services.
- Welcoming people in the spirit of social justice, co-operation and partnership to create better communities.
- Engaging sector partners, researchers, philanthropy, business, government and the broader community, to contribute their time, expertise and resources.

## **PROGRAM INFORMATION**

ICT department services the Information and Technology both hardware and software throughout Sacred Heart Mission.

## **PURPOSE OF THE POSITION**

This role will ensure the successful rollout of the projects in place now Infrastructure and Hardware Project, Client Information System Drop 2 and 3 and the commencement of HROS software projects. This incumbent will provide technical and support for both hardware and software projects as well as support the IT Steering committee and relative project managers and sponsors to ensure smooth project running.

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## +-KEY RESPONSIBILITIES

Accountability	Major Activities
<b>IT Strategy Implementation</b>	<ul style="list-style-type: none"> <li>▪ Partner with SHM program subject matter experts to identify and document business rules, business requirements and information requirements related to system implementations as part of IT Strategy road map.</li> <li>▪ Documentation of business processes and business and information requirements.</li> <li>▪ Responsibility for completion of system configuration to ensure SHM business requirements are met.</li> <li>▪ Analysis and documentation of system interface requirements, including detailed information mapping.</li> <li>▪ Coordination of system User acceptance testing, preparation of test plans, coordination of testing activity including incident fixes and re testing.</li> <li>▪ Responsibility for system test and training environments and associated liaison with system vendors.</li> <li>▪ Coordination of technical issue resolution with system vendors.</li> <li>▪ Provide support for development of system training programs.</li> </ul>
<b>Ongoing systems support</b>	<ul style="list-style-type: none"> <li>▪ Provide analysis for new requirements or adjustments to business processes.</li> <li>▪ Support ongoing configuration changes.</li> <li>▪ Update system documentation.</li> <li>▪ Coordination of technical issue resolution with system vendors.</li> <li>▪ Manage system administration.</li> </ul>
<b>Communication</b>	<ul style="list-style-type: none"> <li>▪ Produce agreed status updates for implementation activity to SHM stakeholders.</li> </ul>
<b>System selection</b>	<ul style="list-style-type: none"> <li>▪ Facilitating workshops with SHM program areas to identify SHM requirements for system selection associated with IT road map.</li> <li>▪ Documentation of RFI, RFP deliverables as defined by SHM procurement policy.</li> </ul>

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<b>OH&amp;S</b>	Exercise a duty of care to work safely, taking reasonable care to protect your own health and safety and that of your fellow workers, volunteers and clients including following safe working procedures and instructions.
<b>Risk</b>	All SHM staff are responsible for considering, identifying and addressing risk (the effect of uncertainty on objectives) whether positive (opportunities) and/or negative (threats).
<b>CQI (Continuous Quality Improvement)</b>	All SHM staff are responsible for identifying areas of the strategic plan that 'add value', and for implementing and monitoring CQI initiatives. Staff are open to new ways of doing things, respond to challenges with innovative ideas and solutions and promote a continuous quality improvement culture.
<b>TIC (Trauma Informed Care)</b>	All SHM staff are responsible for engaging in learning and development to integrate their understanding of and responsiveness to the impact of trauma within their work including active participation in the supervision and performance development process.

## **MANDATORY REQUIREMENTS**

- A current Criminal Records Check

## **QUALIFICATIONS**

- A tertiary qualification or currently obtaining a suitable ICT qualification

## **KEY SELECTION CRITERIA**

- Demonstrated business systems analysis skills and experience in Business Analyst roles
- Strong experience in system implementation projects (within not for Profit environment preferred)
- Strong understanding of best practice business systems analysis
- Project Management and reporting skills
- Business process documentation skills
- Workshop facilitation skills
- Outstanding written and verbal communication skills
- Strong problem-solving skills
- Ability to work as part of a team with sound interpersonal skills

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**APPROVED BY MANAGER** .....

**ACCEPTED BY STAFF MEMBER** .....

**DATE** .....

***POSITION DESCRIPTION SHOULD BE REVIEWED ANNUALLY OR WHEN POSITION CHANGES***

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