# Role Description
# Business Analyst – ICT/Digital

| | |
|---|---|
| **Cluster** | Customer Service |
| **Agency** | Department of Customer Service |
| **Division/Branch/Unit** | Various |
| **Classification/Grade/Band** | Clerk Grade 7/8 |
| **ANZSCO Code** | 261111 |
| **PCAT Code** | 3119192 |
| **Date of Approval** | December 2019 |

## Primary purpose of the role

Identify, review and document EPICs and user stories that align with scope to improve business systems and to align solutions with business requirements, organisational strategies and plans.

## Key accountabilities

- Identify, analyse and document business processes, technical functions and user stories (requirements) to enhance business systems using best practice methodology and industry recognised processes, practices and systems, assisting others to decide on best approach
- Investigates problems, analyse options and provides recommendations for new and existing services, new initiatives, strategies and products to improve compliance, effectiveness and address risks
- Monitor and report on initiatives, strategies and compliance products to improve the effectiveness of processes and products
- Identify, analyse, manage and monitors relationships with and between stakeholders, engaging with users and stakeholders to collate needs and defines research which fits needs
- Contribute to the development, facilitation, coordination and communication of initiatives and strategies to ensure organisational consistency and adoption of best practice
- Implement a structured project planning framework in accordance with approved standards to improve efficiency, effectiveness and usability of systems and processes
- Analyse current services and processes, analyse and respond to customer feedback and insights and identify and implement opportunities to optimise these and contribute to ongoing improvements to products and service delivery to allow the organisation to perform more effectively

## Key challenges

- Providing high quality client services while adhering to required timeframes.
- Responding to client requests for information and advice while balancing competing demands to ensure objectives are achieved
- Assisting in the timely collection and dissemination of accurate information and intelligence in a high-volume work area with competing priorities

## Key relationships

| Who | Why |
| --- | --- |
| **Internal** | |
| Manager/ Product Owner/ Delivery Lead | • Escalate issues, keep informed, advise, receive guidance and instructions<br>• Participate in discussions and decisions regarding business system improvements |
| Work Team | • Participate in meetings and represent work group perspective to share information and provide input on issue resolution<br>• Encourage and support team members and work collaboratively to contribute to achieving the team's business outcomes |
| Client/Customer | • Facilitate, negotiate and provide advice to the business unit on leveraging their existing use of systems and processes to provide improved business outcomes<br>• Provide advice on change initiatives, upgrades, testing coordination, reports/recommendations on issues, and system or process improvements<br>• Liaise with teams to ensure requirements are discussed and understood |
| **External** | |
| Stakeholder Engagement | • Engage, facilitate and provide advice to stakeholders on leveraging use of systems and processes to provide improved outcomes<br>• Provide advice on change initiatives, upgrades, testing coordination, reports/recommendations on system or process changes<br>• Liaise with stakeholders to ensure requirements are discussed and understood |

## Role dimensions

### Decision making

This role has autonomy and makes decisions that are under their direct control as directed by their Manager. It refers to a Managers' decisions that require significant change to program outcomes or timeframes or are likely to escalate or require submission to a higher level of management. This role is fully accountable for the delivery of work assignments on time and to expectations in terms of quality, deliverables and outcomes.

### Reporting line

Principal Product Owner or Business Unit Manager

### Direct reports

This role has no direct reports

I work FOR NSW

**Budget/Expenditure**

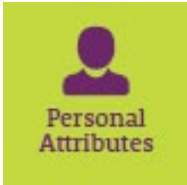As per the Customer Service Delegations

## Essential requirements

Nil

## Capabilities for the role

The NSW Public Sector Capability Framework applies to all NSW public sector employees. The Capability Framework is available at www.psc.nsw.gov.au/capabilityframework

This role also uses an occupation specific capability set which contains information from the Skills Framework for the Information Age (SFIA). The capability set is available at www.psc.nsw.gov.au/capabilityframework/ICT

**Capability summary**

Below is the full list of capabilities and the level required for this role. The capabilities in bold are the focus capabilities for this role. Refer to the next section for further information about the focus capabilities.

| NSW Public Sector Capability Framework | | |
|---|---|---|
| **Capability Group** | **Capability Name** | **Level** |
| Personal Attributes | Display Resilience and Courage | Adept |
| | Act with Integrity | Intermediate |
| | **Manage Self** | **Adept** |
| | Value Diversity | Intermediate |
| Relationships | Communicate Effectively | Intermediate |
| | **Commit to Customer Service** | **Adept** |
| | **Work Collaboratively** | **Adept** |
| | Influence and Negotiate | Intermediate |
| Results | Deliver Results | Intermediate |
| | Plan and Prioritise | Intermediate |
| | **Think and Solve Problems** | **Intermediate** |
| | Demonstrate Accountability | Intermediate |
| Business Enablers | Finance | Foundational |
| | **Technology** | **Adept** |
| | Procurement and Contract Management | Foundational |
| | Project Management | Foundational |

I work FOR NSW

| Occupation / profession specific capabilities | | |
|---|---|---|
| **Capability Set** | **Category, Sub-category and Skill** | **Level and Code** |
| SFIA | **Change and transformation, Business change management, Business analysis** | **Level 4, BUAN** |
| | **Change and transformation, Business change management, Requirements definition and management** | **Level 4, REQM** |
| | **Change and transformation, Business change management, Organisational capability development** | **Level 5, OCDV** |

## Focus capabilities

The focus capabilities for the role are the capabilities in which occupants must demonstrate immediate competence. The behavioural indicators provide examples of the types of behaviours that would be expected at that level and should be reviewed in conjunction with the role's key accountabilities.

| NSW Public Sector Capability Framework | | |
|---|---|---|
| **Group and Capability** | **Level** | **Behavioural Indicators** |
| **Personal Attributes**<br>Manage Self | Adept | • Look for and take advantage of opportunities to learn new skills and develop strengths<br>• Show commitment to achieving challenging goals<br>• Examine and reflect on own performance<br>• Seek and respond positively to constructive feedback and guidance<br>• Demonstrate a high level of personal motivation |
| **Relationships**<br>Commit to Customer Service | Adept | • Take responsibility for delivering high quality customer-focused services<br>• Understand customer perspectives and ensure responsiveness to their needs<br>• Identify customer service needs and implement solutions<br>• Find opportunities to co-operate with internal and external parties to improve outcomes for customers<br>• Maintain relationships with key customers in area of expertise<br>• Connect and collaborate with relevant stakeholders within the community |
| **Relationships**<br>Work Collaboratively | Adept | • Encourage a culture of recognising the value of collaboration<br>• Build co-operation and overcome barriers to information sharing and communication across teams/units<br>• Share lessons learned across teams/units<br>• Identify opportunities to work collaboratively with other teams/units to solve issues and develop better processes and approaches to work |
| **Results**<br>Think and Solve Problems | Intermediate | • Research and analyse information and make recommendations based on relevant evidence<br>• Identify issues that may hinder completion of tasks and find appropriate solutions<br>• Be willing to seek out input from others and share own ideas to achieve best outcomes |

I work FOR NSW

| NSW Public Sector Capability Framework | | |
|---|---|---|
| **Group and Capability** | **Level** | **Behavioural Indicators** |
| | | • Identify ways to improve systems or processes which are used by the team/unit |
| **Business Enablers**<br>Technology | Adept | • Demonstrate a sound understanding of technology relevant to the work unit, and identify and select the most appropriate technology for assigned tasks<br>• Identify opportunities to use a broad range of communications technologies to deliver effective messages<br>• Understand, act on and monitor compliance with information and communications security and use policies<br>• Identify ways to leverage the value of technology to achieve team/unit outcomes, using the existing technology of the business<br>• Support compliance with the records, information and knowledge management requirements of the organisation |

| Occupation specific capability set (Skills Framework for the Information Age – SFIA) | | |
|---|---|---|
| **Category and Sub-category** | **Level and Code** | **Level Descriptions** |
| **Change and Transformation**<br>Business Change Management | Level 4 - BUAN | **BUSINESS ANALYSIS** Investigates operational requirements, problems, and opportunities, seeking effective business solutions through improvements in automated and non-automated components of new or changed processes. Assists in the analysis of stakeholder objectives, and the underlying issues arising from investigations into business requirements and problems, and identifies options for consideration. Works with stakeholders, to identify potential benefits and available options for consideration, and in defining acceptance tests. Contributes to selection of the business analysis methods, tools and techniques for projects; selecting appropriately from predictive (plan-driven) approaches or adaptive (iterative/agile) approaches. |
| **Change and Transformation**<br>Business Change Management | Level 4 - REQM | **REQUIREMENTS DEFINITION AND MANAGEMENT -** Contributes to selection of the requirements approach for projects, selecting appropriately from predictive (plan-driven) approaches or adaptive (iterative/agile) approaches. Defines and manages scoping, requirements definition and prioritisation activities for initiatives of medium size and complexity. Facilitates input from stakeholders, provides constructive challenge and enables effective prioritisation of requirements. Reviews requirements for errors and omissions. Establishes the requirements base-lines, obtains formal agreement to requirements, and ensures traceability to source. Investigates, manages, and applies authorised requests for changes to base-lined requirements, in line with change management policy. |

I work FOR NSW

| Occupation specific capability set (Skills Framework for the Information Age – SFIA) | | |
|---|---|---|
| **Category and Sub-category** | **Level and Code** | **Level Descriptions** |
| **Change and Transformation** <br><br> Business Change Management | Level 5 - OCDV | **ORGANISATIONAL CAPABILITY DEVELOPMENT -** Develops and maintains a detailed knowledge of capability improvement approaches and techniques and selects appropriate approaches for the organisation. Contributes effectively to identifying new areas of capability improvement within the organisation which may be enhancements to skills, technology or processes. Carries out capability improvement assignments, such as maturity or performance assessments to identify strengths and weaknesses. Selects and prioritises improvement opportunities, generates buy-in and plans improvement activities justified by measurable organisational benefits. Mentors and supports localised continuous improvement activities. |

I work FOR NSW