



Position Description

Position title	Business Analyst / Delivery Manager
Classification	APS5
Location	Brisbane/Sydney/Canberra
UPI number	APS50032, APS50070

About the Australian Digital Health Agency

The need for a connected healthcare system is greater than ever – one that’s accessible, progressive and secure. Better use of data and technology is helping people live healthier lives, with greater control and better access to important health information.

Tasked with improving health outcomes for Australians through the delivery of digital healthcare systems and the National Digital Health Strategy for Australia, the [Australian Digital Health Agency](#) (the Agency) commenced operations on 1 July 2016.

The Agency is responsible for national digital health services and systems, with a focus on engagement, innovation, clinical quality, and safety. Our focus is on getting data and technology to work for patients, consumers and the healthcare professionals who look after them.

Our vision

A healthier future for Australians through connected healthcare.

Our mission

To create a collaborative environment to accelerate adoption and use of innovative digital services and technologies.

Our values



Working together
collaboratively



Respect and
trust



Transparent



Accountable



Innovative

Our Flexible Work Environment

The success of the Australian Digital Health Agency depends on the ability and opportunity of each individual team member to deliver projects and work outcomes.

The Agency is committed to creating conditions for high performance which includes taking a holistic view of the needs of individuals, while also creating opportunities to build connections and collaborate in ways that support face-to-face and virtual work environments.

To support our principles based flexible work arrangements, the Agency has developed a Flexible Work Arrangement Policy. This policy sets out the conditions under which Agency staff can work, and assists with creating a work environment that enables the Agency and our people to strike a balance of a successful career, and satisfying working life.

Division overview

Technology services – responsible for the operation of high quality, trusted, reliable and secure national digital health infrastructure and health support systems.

Branch overview

Technical Services Branch – responsible for the evolution and operation of Agency's business applications/systems and information technology; the engineering of external-facing and internal-facing products and systems across web, mobile, api, data and analytics technologies, and associated cloud and on-premises infrastructure and networking; and the build and reliability processes and technologies to ensure the quality, trust, reliability, and security in our products and systems.

Primary purpose of position

As a **Business Analyst / Delivery Manager**, you will be accountable for the analysis, design and delivery coordination of the Agency's Business Applications/Systems and End User Computing as part of the Business Services Section, under the broad direction of the Manager, Business Engagement and Systems Management.

The Business Services Section delivers the following capabilities, with a focus on the Agency's corporate/enterprise information technology:

- Business Engagement, Analysis, Systems Architecture, and Project Delivery
- Business Applications/Systems Management and End User Computing
- IT Support / Service Desk Services and Administration
- IT Service Operations Management

The Business Engagement, Analysis, Systems Architecture, and Project Delivery team is specifically responsible for performing these activities for the business systems and general IT used across the Agency, as well as collaborating deeply across the Branch and broader Agency to achieve desired outcomes.

You will be required to undertake work that is moderately complex to complex in nature and operate under limited direction. You will be accountable for organising activity workflow and making independent decisions relating to your area of responsibility. You will provide detailed technical, and professional advice within your area of specialisation with advice based on policies and standards. You will undertake specialist or technical research and analysis, conduct investigations, and undertake procedural, administrative support or operational tasks. You may be required to communicate with and provide advice to a wide

variety of customers and external stakeholders. Work may include supervision of lower level employees and responsibility for managing staff performance, allocating work and identifying opportunities for on-the-job training.

Relevant duties

1. Leadership and Accountability

- Provide technical expertise that contributes to business unit outcomes.
- Have accountability for tasks and decisions and supports less experienced employees in achieving their goals through the provision of guidance and quality assurance.
- Apply innovation initiatives to maximise the benefits of change and contributes to the improvement in quality and efficiency of services.
- Assist with audits and maintaining appropriate risk management programs.
- For the Agency's business systems and end user computing, other leadership and management of:
 - Advice and guidance methods including consultancy/engagement practices, tools definition & adoption.
 - Change analysis, planning, and implementation including requirements definition and management, business process improvement, and project management.
 - Systems development of business systems, including systems design, software design, and testing.
 - Service management including service acceptance.

2. Management Diversity and Span

- Participate in coordinating the workflow and outcomes of a small team performing related tasks.
- Role may also be required to undertake specialist or technical research and analysis, conduct investigations and provide advice on policies and procedures.
- Contribute to the setting of the direction of work priorities and practices, monitoring work flow and identifying training needs for lower classification levels.
- IT Knowledge management within the Branch's scope, and in support of whole Agency needs.

3. Job Context and Environment

- Have a sound general knowledge of the role and functions of the agency and an understanding of how these relate to a specific work area.
- Require awareness of changes in the broader work environment that may impact on work objectives.
- Including, within the scope of the Section's accountabilities, emerging technology monitoring, business situation analysis, and feasibility assessment.

4. Independence and decision-making

- Exercise judgement to make decisions governed by the application of rules, regulations, best practice principles or the agency's operating instructions and procedures, under the support and general direction of a higher classification level.
- Make decisions within defined parameters and set new precedents based on sound subject matter knowledge and professional judgement.
- Identify problems or issues and resolve or establish treatments to mitigate.

5. Stakeholder Management

- Liaise with internal and external stakeholders on project or operational issues.
- Respond to stakeholder needs and expectations.
- Contribute to providing support to stakeholders through change.

6. Agency-wide Collaboration and Key Support of other Business Areas

- Within the scope of the Section's accountabilities, supporting other Sections/Branches/Divisions in their performance of:
 - Other governance, risk, compliance, and quality areas such as audits.
 - Other change analysis activities, notably acceptance testing.
 - Other change planning activities, such as organisational change management, and benefits management.
 - Broader user experience activities, notably user experience analysis and design.
 - Broader technology management activities including release and deployment.
 - Other service management areas, such as service level management, and service catalogue management.
 - Supplier management, including sourcing, and contract management within Business Services accountabilities.

Essential requirements

Ability to obtain and maintain a Baseline security clearance with the ability to obtain and maintain a higher clearance if required by the Agency

Ability to obtain and maintain national police check.

Australian Citizenship is a condition of eligibility.

Restriction duty

Select response

Capabilities

These capabilities are in line with the Australian Public Service Commission integrated leadership system which can be found on the [Australian Public Service Commission website](#).

Qualifications

Higher Education in Information Technology and/or Business (desirable).

IT / Digital / Business *certifications* in areas relevant to the role (desirable).

Additionally, relevant formal IT / Digital / Business *training* across areas listed below are desirable and will support success in the role:

- Business and Delivery domain areas such as:
 - Business/Enterprise Architecture
 - Process Design (especially Lean and Kanban)
 - Agile Delivery (either Agile Project Management or Agile Software Development)
- Technology, Quality and Risk domain areas such as:
 - IT Architecture
 - Systems Engineering / Software Development

- Quality Management
- IT Operations Management / IT Systems Administration / IT Service Management
- Information Security / Cyber Security

Working in the APS

Australian Public Service (APS) Values guide us through our working lives, setting expectations for shared behaviour that keep our workplace harmonious and productive. The values are also a promise to the people of Australia that we can be trusted to act with integrity, in their service and in accordance with the Public Service Code of Conduct.