



## Position Description

<b>Position title</b>	IT Business Analyst
<b>Classification</b>	APS5
<b>Division</b>	Technology Services Division
<b>Location</b>	Brisbane/Sydney/Canberra
<b>UPI number</b>	APS50032
<b>Date of approval</b>	24/09/2021
<b>Category</b>	Info/Comm Tech (ICT)
<b>Job evaluation reference</b>	JER_282_09/21
<b>Agency website</b>	<a href="https://www.digitalhealth.gov.au/">https://www.digitalhealth.gov.au/</a>

### 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 values



Working together  
collaboratively



Respect and  
trust



Transparent



Accountable



Innovative

## Division overview

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

## Primary purpose of position

The APS5 IT Business Analyst is accountable under limited direction to perform moderately complex to complex work that provides technical and professional business analysis support that contributes to a project, work area or Branch outcomes.

They are accountable for organising and prioritising their workflow and to work in conjunction with other business analysts, project teams, specialist resources and subject matter experts to achieve outcomes within an area of assigned responsibility.

The APS5 IT Business Analyst will act as an intermediary between their work area, other Agency work areas and external stakeholders to ensure that business and system requirements, business processes, business modelling, compliance, conformance, and risk assessments are identified, documented and communicated.

## Relevant duties

### 1. Leadership and Accountability

- Acquire, maintain and apply a well-developed understanding of the technical knowledge and processes required to gather, analyse and interpret business needs; contributing to the development of appropriate technical, digital and business focused solutions and requirements for the Agency.
- Coordinate and support the development of gap analysis and business process design; working closely with identified work areas in the Agency to identify, interpret and document business and system requirements.
- Responsible to provide support to progress identified priorities to ensure the quality of outputs and end of process deliverables for the work being produced including:
  - environment scans;
  - business functional and non-functional requirements;
  - business modelling;
  - information requirements;
  - preparation of business and system requirements briefs;
  - business process documentation; and
  - instructional materials.

### 2. Management Diversity and Span

- Assist in the implementation of business analysis requirements and outcomes; contributing and supporting the completion of set tasks and priorities; working closely within a work area and with other work areas of the Agency to:
  - understand dependencies;
  - seek and receive contributions to business and project requirements;
  - arrange and participate in workshops and feedback activities to support a consultative and coordinated solution co-design.

### 3. Job Context and Environment

- Responsible to interpret, analyse and gain a sound understanding of the work required; coordinating activities across a range of internal and external stakeholders to identify what needs to be done using a range of techniques that includes:
  - interviews;
  - document analysis;
  - requirements workshops;
  - surveys;
  - site visits;
  - business process descriptions; and
  - workflow analysis.
- Responsible to monitor changes in the immediate work environment that may impact on the work area outcomes, project deliverables and program objectives; act as an intermediary between stakeholders to gather information to recommend an appropriate course of action from a number of options.

#### **4. Independence and decision-making**

- Work under limited guidance to perform, progress and achieve business analysis activities; taking responsibility to develop and deliver business and system requirements consistent with Agency priorities, processes and methodologies; referring difficult or more complex issues to team leaders or managers within the work area for guidance.
- Make decisions that involve evaluative judgement that may impact on the overall outcomes for the work area and its stakeholders in relation to business and system analysis and may involve tailoring work methods, interpreting and adapting existing procedures and practices to achieve results.
- Perform research and analysis to make decisions that involve moderately complex to complex business analytical activities that identify, analyse and interpret business needs that may be conflicting; selecting the appropriate course of action to generate requirements.

#### **5. Stakeholder Management**

- Develop and maintain internal and external stakeholder relationships; responding to stakeholder needs and expectations; representing the work area at meetings and workshops to provide and receive information that will support the achievement of business analysis outcomes.
- Manage relationships and negotiate with stakeholders in more complex matters, resolve escalated stakeholder issues and when necessary refer the more complex issues to the appropriate team leader or manager.

### **Essential requirements**

Ability to obtain and maintain a security clearance at a level designated by the Agency on request

Ability to obtain and maintain national police check.

Australian Citizenship is a condition of eligibility.

### **Restriction duty**

N/A

## 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

N/A