



## Position Description

<b>Position title</b>	IT Business Analyst
<b>Classification</b>	EL1
<b>Division</b>	Multiple divisions
<b>Location</b>	Brisbane/Sydney/Canberra
<b>UPI number</b>	Multiple
<b>Date of approval</b>	23 September 2021
<b>Category</b>	Info/Comm Tech (ICT)
<b>Job evaluation reference</b>	JER_284_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

**Digital strategy** – responsible for national digital health design and strategy, underpinned by strong clinical governance and digital health standards.

**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 EL1 IT Business Analyst is accountable under broad direction to perform very complex work that provides detailed technical and professional business analysis, system analysis, and design changes that align with the vision and strategic direction of the Agency.

They will exercise a considerable degree of independence and perform a leadership role working closely with stakeholders across the Agency to gain an in-depth understanding of business processes, technical infrastructure, technical services, strategic roadmap, and in the context in which the Agency operates.

The EL1 IT Business Analyst will have considerable internal and external stakeholder interaction and will act as the conduit between the business units, internal stakeholders that will include the IT business management, solutions development and solutions implementation functional teams within the Agency and with relevant stakeholders from the Health sector.

## Relevant duties

### 1. Leadership and Accountability

- Provide expertise across a broad range of business analytical activities taking responsibility to interpret and translate analysis results into insightful, clear and succinct technical specifications, business requirement and functional requirements and recommendations.
- Apply a highly developed specialist, professional, technical and business analytical knowledge to 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 including project constraints, risks, assumptions and dependencies.
- Accountable for the achievement of own and team outcomes, monitoring progress and following through to ensure the delivery of quality outcomes including managing competing priorities to develop and complete the following business analytical activities:
  - environment scans;
  - business functional and non-functional requirements;
  - business modelling;
  - information requirements;
  - preparation of project, business and system requirements briefs;
  - business process documentation; and
  - instructional material.
  - specification updates.

## 2. Management Diversity and Span

- Accountable to lead the analysis of business needs across a complex portfolio of new and existing Agency initiatives; taking responsibility for:
  - setting tasks and priorities;
  - managing workflow to understand dependencies; and
  - seeking and facilitating contributions to business and project requirements through workshops and feedback systems to ensure a consultative and coordinated solution co-design.
- Plan, direct and monitor work progress, setting performance indicators and identifying variance to requirements; actively encourage and gain cooperation with relevant Agency internal and external stakeholders to ensure their understanding of and compliance with approved technical and business requirements.

## 3. Job Context and Environment

- Plan, lead and undertake detailed business analysis activities that may impact on the strategic or operational outcomes of the Agency; taking responsibility for the research, analysis and documentation to determine business and system requirements, specifying effective business processes and recommending improvements to practices, procedures and Agency policy.
- Attain, maintain and apply an extensive understanding of the contribution that technology can make to the Agency's business objectives and the implications of change on the Agency and stakeholders, incorporating this understanding into business analytical activities that includes:
  - consulting with user experience team to produce designs that reflect the scope of the project;
  - validating and justifying business needs;
  - conducting feasibility studies;
  - producing high-level and detailed business models; and
  - preparing business cases.
  - identifying constraints, risks, assumptions, dependencies, and scope changes; and
  - performing a review of test results and prioritising changes

## 4. Independence and decision-making

- Work with a level of independence, under broad direction to resolve issues identified in the performance of business analytical activities; collaborating and working closely with product and project managers, user experience designers, solutions architects, solutions developers, vendors and testers to ensure their understanding of and compliance with approved requirements.
- Communicate and make decisions that are based on system knowledge, professional judgement; identifying and documenting risks; applying mitigation and risk treatment in line with defined framework and in the context of a very complex and changing environment to ensure quality outcomes are delivered.
- Perform work with a focus on research, business analysis and judgement to manage very complex issues that are often complicated and made up of several components which have to be analysed and assessed; making interpretations, assumptions and decisions in the selection of an appropriate course of action.

## 5. Stakeholder Management

- Develop and manage relationships with internal and external stakeholders, engaging and collaborating to achieve outcomes and facilitate cooperation.
- Liaise with key stakeholders across the Agency to develop a solid understanding of how their current business processes and activities are operating, together with their strategic forecasts and goals to ensure any solutions requirements meets their expected outcomes.
- Facilitating open communication and discussion between stakeholders, using feedback to assess and promote understanding of the need for future changes in services, products, and systems; negotiating and resolving tensions and difficulties to ensure positive outcomes.

## 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](#).

### Shapes strategic thinking

- Inspires a sense of purpose and direction
- Focuses strategically
- Harnesses information and opportunities

### Achieves results

- Builds organisational capability and responsiveness
- Steers and implements change and deals with uncertainty
- Ensures closure and delivers on intended results

### Cultivates productive working relationships

- Nurtures internal and external relationship
- Facilitates cooperation and partnerships
- Guides, mentors and develops people

### Exemplifies personal drive and integrity

- Commits to action
- Displays resilience

**Communicates with influence**

- Communicates clearly
- Listens, understands and adapts to audience
- Negotiates persuasively

**Qualifications**

N/A