

# **Position Description**

## **Business Systems Analyst**

### **PURPOSE OF THE POSITION**

Reporting to the Business Systems Lead, the Business Systems Analyst contributes to the design, development, implementation and support of the School's systems, applications and services to provide Barker College strong alignment between administrative and educational requirements, applications, systems and support.

The Business Systems Analyst improves the performance of both ICT function and whole School efficiency through system development which involves project planning, systems analysis, requirements definition, systems design and development, integration and testing, acceptance, implementation, application support and maintenance.

The position has a high degree of autonomy in managing the day-to-day activities required of the role and provides wide ranging opportunities to further develop skills and experience as appropriate to the School's requirements.

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### **PRIMARY DUTIES & RESPONSIBILITIES**

#### **Incident and Problem Resolution**

- Provides initial point of contact and support for the School's applications to ensure seamless operation, high support levels and user satisfaction, including (but not limited to) Veracross, Clipboard, Edsmart, Aurion, internally developed applications and functions, etc.
- Analyse and resolve functional incidents and problems, including root cause analysis and solution design, in line with defined service levels.

#### **System Understanding**

- Develop a detailed understanding of the School's systems and how they support administrative and educational processes and outcomes.
- Contributes to requirements gathering and work process analysis, establishment of solution objectives, and evaluation of systems functionality to enhance operational processes.
- Provides solutions to enhance processes within production applications where possible; and assists with augmentation or identification of additional systems and processes to meet current and emerging needs as required.

#### **Documentation**

- Create and maintain system documentation and training materials to a high standard to ensure process governance and shared understanding and knowledge.
- Communicates requirements to internal ICT teams using specifications, statements of work, project plans, or other forms of documentation to ensure strong alignment between School requirements and ICT systems.
- Maintain the ICT Service Catalogue to provide increased quality of service and shared understanding of ICT services.

**System Configuration & Development**

- Configure business applications to meet the School's evolving objectives and requirements.
- Assist with testing to ensure configurations meet the School's administrative and educational requirements.
- Contributes to the implementation, management and support of data flows within systems and applications using Power Automate and other relevant tools to improve efficiency and data integrity.

**User Support**

- Provide cost-effective responses to user requests for advice, support, and resolution of technical and business process issues.
- Performs additional PMO duties as assigned, ensuring alignment with established protocols & guidelines, School goals and mission, ICT strategy and regulatory requirements.

**Governance and Security**

- Apply governance processes and maintain enterprise system security per School and regulatory requirements. Maintain the integrity of enterprise systems and minimize changes in line with the School's priorities.

**Stakeholder Engagement**

- Act as a liaison between the internal/external customer or end user and internal ICT teams to identify requirements and provide clear communication pathways and ownership.
- Communicates process changes, enhancements, and modifications to impacted parties to ensure understanding and resolution of issues.

**Project Management**

- Manage and coordinate some ICT projects relating to business application implementation and upgrades.
- Liaise with external project managers for larger project implementations.

**Standardisation**

- Contribute to the standardisation of the use of enterprise systems by providing advice to users, simplifying configuration, minimising customizations, and identifying training needs.

The list of areas and responsibilities in this role description are seen to be indicative and not exhaustive. The Head of ICT or Head of Barker College may direct other duties, commensurate with the Business Systems Analyst's training and experience, at their discretion at any time.

This role description may be reviewed following a summative appraisal, or at some other time by negotiation.

**Key Performance Indicators**

- Ability to demonstrate a creative and innovative approach to change and programme management delivery.
- Requirements accuracy and traceability
- User and stakeholder satisfaction
- Internal ICT team feedback and satisfaction
- Adherence to support SLAs for incidents
- On-time delivery of projects and service requests within budget
- Enhancements to business/process efficiency and ROI
- Data quality improvement
- User and stakeholder adoption rate

- Ability to set priorities and maintain deadline.
  - Timely escalation of issues where appropriate.
  - Neat and tidy workplace.
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## SKILLS ESSENTIAL TO THE JOB

- Strong analytical and numerical skills, with the ability to analyse data, identify trends, and make data-driven decisions.
  - Strong proficiency report preparation, data analysis and data manipulation using tools such as Microsoft Excel, SQL Server Management Studio, etc.
  - Proficiency in low-code workflow automation and augmentation tools such as Microsoft Power Automate and Power Apps.
  - Effective problem-solving abilities and decision-making skills, with a strategic mindset and a focus on results and continuous improvement.
  - Strong customer service and interpersonal skills, with the ability to effectively communicate, motivate, and influence individuals at all levels of the organisation.
  - Excellent organisational and time management skills.
  - Excellent analytical, diagnostic and problem-solving skills.
  - Ability to work both independently and as a proactive member of a team.
  - Ability to interpret a variety of instructions and deal with several variables.
  - Ability to work under pressure, establish priorities and set and achieve work goals.
  - Punctuality and attention to detail.
  - Exceptional personal standards of honesty, integrity and professionalism.
  - Excellent written and verbal communication skills in English.
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## WORK, HEALTH & SAFETY & ENVIRONMENT

Barker College has a documented Work Health and Safety Management System and established Health and Safety Representatives. You are required to comply at all times with the system and its contents. Your WHS obligations include:

- Co-operating with the School in ensuring your safety and the safety of others;
  - Following policies and directions designed to ensure a safe environment;
  - Reporting any hazard you identify to your supervisor or through the School's reporting processes;
  - Reporting any injury sustained to your supervisor or through the School's reporting processes within 24 hours;
  - Following emergency evacuation procedures if required;
  - Following Safe Work Procedures, Standard Operating Procedures and Manual Handling Guidelines appropriate to your duties; and
  - Undertaking WHS training as deemed relevant.
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## ACCOUNTABILITY

### General

Breaches to a staff member's responsibilities and/or authority will be managed through the School's Annual Performance Review and/or Disciplinary Processes. This defined accountability is underpinned by the Barker College Staff Code of Conduct and Performance Management processes. The School's practice is to manage breaches of performance at the time of the occurrence rather than during the normal Annual Review process.

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**Work Health and Safety**

All staff members will be held accountable for their actions and omissions where it affects their own or another person's workplace safety.

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**SPECIAL CONDITIONS**

- This is a full-time position with 4 weeks annual leave.
  - Standard working times are 8am to 4pm with some ability to negotiate alternative hours and some WFH options.
  - The incumbent of this position should be prepared to undertake any additional training to compliment this position.
  - Performance will be measured against objectives set.
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**QUALIFICATIONS/EXPERIENCE EXPECTATIONS**

- Proven experience supporting business/education applications.
  - Tertiary qualifications such as a degree in Business Administration, Computer Science, or related discipline would be an advantage, but not essential.
  - Accreditation in Service Management methodologies such as ITIL would be an advantage, but not essential.
  - Experience in Jira or similar tool for service and project management.
  - Experience of development lifecycle methods including Agile and Scrum.
  - Experience with Microsoft 365, Power Automate, Power Apps, SQL Server and Dataverse.
  - Experience with school LOB applications such as Veracross, Clipboard, Edsmart, Aurion, Canvas, SeeSaw, Pixevety, Toddle, etc.
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**ORGANISATION CHART RELATIVE TO POSITION**

<b>The Supervisor's Supervisor:</b>	Head of ICT
<b>The Immediate Supervisor:</b>	Business Systems Lead
<b>This position:</b>	Business Systems Analyst

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**APPROVAL**

This position description accurately details the primary duties and responsibilities of the **Business Systems Analyst**.

*Approved by the Head of ICT on 23/07/2024.*

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**ACCEPTANCE OF POSITION DESCRIPTION**

Position description accepted by:

**Name of Staff Member:**

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**Signature of Staff Member:**

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**Date:**

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