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Position description

Details

TITLE	ICT Business Analyst	POSITION NUMBER	114461
CLASSIFICATION	PTA level 5	REPORTS TO	ICT Program Management Manager
DIRECTORATE/ REGION/TEAM	ICT Services	LOCATION	Headquarters, Burwood East
DIRECT REPORTS	NIL	DATE	July 2021

Our organisation

WHO WE ARE CFA is a Statutory Authority accountable to government for the delivery of emergency services through its paid and volunteer workforce

VISION Victorian communities are prepared for and safe from fire

MISSION To protect lives and property

Our values and guiding principles

These key behaviours are consistent across CFA and all staff will perform their positions in accordance with the following:

We put SAFETY first We are committed to ensuring the safety of the communities we protect. We actively pursue zero harm. We want everyone to get home safe and well. We have a harmonious workplace. We encourage discussions on safety matters.

We excel through TEAMWORK We work together to achieve our mission. We openly share information and resources and acknowledge each other's strengths. We work cooperatively in inclusive teams. We work collaboratively for the benefit of the Victorian community. We respect and embrace open communication.

We are dynamic and ADAPTABLE We are dynamic and constantly adapting in response to community need. We are open to the challenge of a changing environment. We are proactive and make it happen. We challenge the status quo and recognise innovators. We learn from each other and our community.

We act with INTEGRITY We act with integrity at all times. We are truthful, open and honest. We consistently lead by example. We make transparent and timely decisions. We speak up if we see something wrong. We are accountable and will hold one another to account.

We RESPECT each other We treat everyone fairly and with respect. We acknowledge each other's ideas, opinions and contribution. We welcome diversity. We show empathy and understanding. We respect the time of our people.

Victorian communities are prepared for and safe from fire

OUR VISION

Primary purpose

The role of the Business Analyst is to provide CFA with expert analytical support and to participate in the acquisition, analysis, design review, configuration, testing and implementation of CFA business and IT solutions. The role also plays an important role in the management of key relationships between CFA business units and ICT Services, ensuring systems and underlying business processes are maintained, and support CFA business objectives efficiently and effectively.

Specific duties and accountabilities

- Work with project sponsors and stakeholders to prepare robust business cases and benefits realisation plans.
- Work with business stakeholders and technology resources to develop and manage scope associated with procurement and vendor management activities.
- Work with business stakeholders, technology resources, and vendor resources as a project resource to develop requirements specifications, functional specifications and assist in change management and communication aspect of the project development and implementation
- Act as functional subject matter expert for the applications suite and the associated business processes.
- Work with business stakeholders to develop new or revised business policies, processes and procedures to support the deployed applications.
- Work closely with project teams, the Applications Support Team Leader and the IT Operations Team in the on-going enhancement and support of the applications suite.
- Assisting the Training Manager develop content for applications training and user guides.
- Other reasonable duties as required

Safety, Wellbeing and Environment

CFA employees have specific accountabilities for safety, wellbeing and environment (SW&E) at work. They must:

- Comply with all measures taken to safeguard them while at work, including SW&E policies, procedures and instructions.
- Attend any training or briefing required to provide them with SW&E information needed to carry out their role safely.
- Report any SW&E incident, near miss or unsafe situation without delay.
- Become familiar with emergency and evacuation procedures and comply with any instruction given by nominated people (such as fire wardens or first aiders) in the event of an emergency at their work location.
- Use and maintain any safety devices and/or personal protective equipment provided for their safety.
- Be conscious of the importance CFA places on environmental care and take steps to ensure that no environmental harm results from any of their actions.
- Act in a manner which demonstrates a commitment to CFA Child Safe policies and comply with the Victorian Government Child Safe Standards.
- CFA employees act in an environmentally responsible manner at all times.

Inclusion and Fairness

- Act in a manner which demonstrates a commitment to CFA Inclusion and Fairness policies, procedures and regulations.

Code of Conduct

- Demonstrate CFA values and behaviours and comply with the Code of Conduct.

Policies and Procedures

- Comply with CFA policies, procedures and regulations

Child Safety

- At CFA, we are committed to creating a child safe environment that promotes the safety and wellbeing of all children and young people with whom we have contact, in accordance with our legal obligations including the Child Safe Standards, and the Child Safety Executive Policy. CFA has a zero tolerance to all forms of child abuse and harm and will act to protect children and young people by effectively responding to allegations and complaints, including reporting matters to relevant authorities.

Key selection criteria

- Relevant tertiary qualifications in business or Information Technology
- Broad background in IT systems development, implementation and support with minimum 5 years' experience working as a business analyst in complex IT System implementation projects.
- Experience and domain knowledge on human resource information systems, asset management, finance, CRM, CMS, BI tools and Online/Mobile service delivery models.
- Demonstrated delivery of successful business cases and other BA specific deliverables.
- Knowledgeable and experienced with BA methodologies.
- Experience working in a matrix structure to assist delivery of multiple complex projects, with competing priorities and timeframes.
- Demonstrated experience working with business and technology stakeholders at all levels.
- High level of written and verbal communication skills and sound interpersonal skills.
- Experience gained working in Government or Emergency Services is an advantage

General requirements

- Hold a valid Working with Children Check
- Be prepared to participate in Incident Management support roles appropriate to experience and qualifications.
- There may be times when it is required to work outside normal business hours i.e. evenings and weekends to meet requirements of our volunteer members