BUSINESS ANALYST – POSITION DESCRIPTION

OUR VALUES & BEHAVIOURS

Proudly United
Value Statements:

We are proudly united as a team, as members of EGW and as members of our community.

We work towards a common goal in a safe, respectful and inclusive workplace.

We celebrate success together.

Enabling Behaviours:

Share information and openly communicate

Understand your role in achieving the common goal and own it

Actively listen and participate

Support and encourage others

Truly Authentic
Value Statements:

We act openly and honestly in everything we do and earn the trust of others by delivering what we promise.

We understand our strengths and our limitations.

We earn respect.

Enabling Behaviours:

Have the courage to do what's right even if it means taking the hard road.

Mean what you say and say what you mean

If you don't know ask!

Passionately Innovative
Value Statements:

In an ever changing world our key to success is innovation and making the most of our resources.

We achieve this by challenging the status quo, collaborating and embracing change.

We value each other's ideas and learn from honest mistakes.

Enabling Behaviours:

Don't be afraid to ask questions and challenge respectfully

Put it on the table

Be curious and have an open mind

Explore opportunities and be willing to accept risk

Embrace change

Openly Accountable
Value Statements:

We take personal responsibility and accountability for our actions and their outcomes.

We have a clear understanding of what is expected of us and act accordingly.

We seek to understand the changing needs of our internal and external customers and respond appropriately.

Enabling Behaviours:

Follow through

Be proactive

Hold self and others accountable, respectfully

Own your actions

Admit mistakes: learn from them & move forward

ABORIGINAL ACKNOWLEDGMENT

We acknowledge and respect the Gunaikurnai, Bidwell and Ngarigo Monero people as the Traditional Custodians of East Gippsland's land and waters. We pay our respects to their Elders both past, present and future leaders.

We recognise and respect their unique cultural heritage beliefs, and intrinsic connection to Country, that continues to be important to them today.

We have a strong commitment to building and developing our relationships and partnerships with Aboriginal and Torres Strait islander peoples, communities and organisations in the East Gippsland region and beyond.

POSITION DETAILS

Position Title:	Business Analyst	**Effective Date:**	October 2024
Department:	Business	**Job Location:**	Bairnsdale Office
Reports To:	Manager Digital Transformation	**Supervises:**	Nil
External Contacts:	Software and Hardware Suppliers, Communication providers, Government Departments, Consultants		
FTE Classification:	1.0	**Position Number:**	TBC
Prepared By:	Manager Digital Transformation; People, Safety and Culture	**Approved By:**	Chief Financial Officer

ORGANISATIONAL CHART
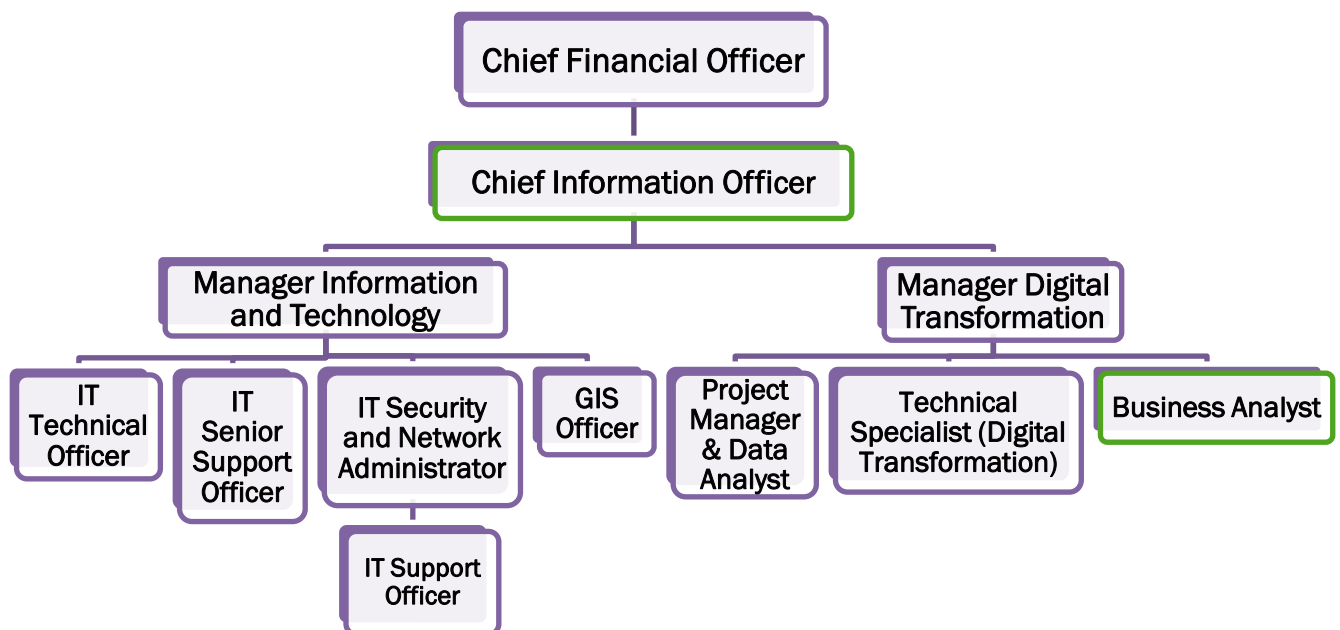
ABOUT THE ROLE

We are embarking on a significant digital transformation journey by implementing an integrated project/program/portfolio management (P3M) solution to enhance and replace the existing framework, processes, and applications. The new P3M framework will categorise projects into four distinct tiers: Simple, Minor, Medium, and Major. Each tier will have its own unique workflows, with some shared artefacts, although the level of detail for these artefacts will vary. Additionally, current "Bucket" projects will be reclassified as Simple projects, introducing additional rigor to the process.

As an ICT Business Analyst, you will be an integral part of the Digital Transformation Team, dedicated to supporting the Project Management Office (PMO). Your role will involve ensuring the successful implementation and integration of the new P3M solution. This engagement is set to commence in mid-January 2025, regardless of the specific solution procured.

WHAT YOU WILL BE DOING

Project Implementation and Configuration	• Assist the PMO and the Digital Transformation Team in configuring a new P3M software solution. • Integration/configuration of users, roles, functional and reporting delegations, and hierarchy into the system. • Migration and implementation of the Prioritisation Tool (based on an Excel spreadsheet). • Financial integration into the Chart of Accounts (CoA), noting that CoA is to be reviewed.
Business Process Mapping and Documentation	• Mapping business processes from the new framework (yet to be finalised) into workflows and related documentation, such as a Software Requirements Specification. • Documenting all lists, options, and selections used by the system (e.g., Tiering). • Documenting the Developer Works process to fit within the new solution. • Defining and documenting the different roles and responsibilities within the new solution. • Documenting the auditing, tracing, and version control needs. • Documentation and definition of KPIs and measures associated with P3M. • Document the retirement of legacy systems and processes.
Artefact and Data Management	• Identifying, designing artefacts, and e-forms for the system where not available. • Identifying any migration scope and artefacts from the current systems to the new solution. • Data mapping between the current data sources, artefacts, and the new solution. • Review and define required historical data requirements for reporting and analytical purposes. • Mapping the Asset Creation processes for feeding into Asset registers (financial, geospatial, and infrastructure).
Gap Analysis and Integration	• Conducting gap analysis between the selected solution and the requirements. • Integration of artefacts, documents, workflows, reports/dashboards, registers, Outlook (e.g., calendars), M365, TechnologyOne modules (Supply, Contracts, Timesheets, HRIS), CAMMS (Risk and governance registers). • Document API needs, e.g., Data Warehouse, Risk Registers, HRIS, Business Intelligence, etc.

Reporting and Stakeholder Support	- Assist in the design of all the reports, dashboards, and registers required by the various stakeholders. - Assist the Change Management Officer in identifying training needs.
Teamwork	- Provide and pass on relevant knowledge and training to team members and other employees as required. - Communicate effectively between your team and other sections of EGW.
Culture, Values & Behaviours	- Remain open, approachable and available for all staff within the team, promoting a positive, optimistic and enthusiastic work culture. - Build a supportive and cooperative environment, one that recognises the value of collaboration. - Support a workplace culture that enables diversity, fair and inclusive practices. - Represent and role model EGW Values & Behaviours, including Proudly United, Truly Authentic, Passionately Innovative and Openly Accountable.
Health, Safety & Environment	- Communicate, apply, and promote Health, Safety and Environment policies, procedures and safe systems of work. - Contribute to developing a safe working culture through leading by example and acting responsibly for the safety of self and others. - Ensure activities are conducted in accordance with our risk management, environment and workplace health and safety management frameworks.
Records Management	- Employees are responsible for capturing full and accurate records that adequately document business activities and support any decisions made at East Gippsland Water in the Corporations Record Management system. - Conduct all customer and employee queries in a sensitive and confidential manner, ensuring the privacy of East Gippsland Water employees and customers

SKILLS, QUALIFICATION & EXPERIENCE

SPECIALIST SKILLS

Required:	Desirable:
- Experience in configuring and implementing P3M software solutions, along with familiarity with Public Sector environments and PMBOK Knowledge Areas. - Knowledge of integration and configuration of users, roles, and reporting delegations, as well as experience in financial integration into the Chart of Accounts. - Ability to conduct gap analysis and data mapping, coupled with experience in data, reporting, and analytics, with attention to detail and accuracy in documentation.	- Familiarity with API documentation and integration needs (e.g., Data Warehouse, Risk Registers, HRIS, Business Intelligence). - Experience with integration of artefacts, documents, workflows, reports/dashboards, and registers. - Experience in assisting with change management and identifying training needs. - Ability to document and define KPIs and measures associated with P3M. - Good knowledge of the Technology One PLM solution and other associated modules.

• Ability to report progress and alert if any blockages arise, especially given the matrix management reporting.	

LEADERSHIP SKILLS

Required:	Desirable:
• Ability to clearly articulate ideas, requirements, and feedback to diverse stakeholders, facilitating change across business functions. • Knowledge of sustainable practices and technologies that can be integrated into the corporation's operations. • Understanding of relevant regulations and standards specific to the water industry. • Experience in supporting and facilitating demanding IT projects, ensuring they are completed efficiently and effectively.	• The capability to think long-term, involving the anticipation of future trends, identification of opportunities, and making informed decisions that drive the organisation forward. • Experience in fostering a culture of continuous learning and improvement, providing guidance and support to help team members enhance their skills and performance.

INTERPERSONAL SKILLS

Required:	Desirable:
• Strong verbal and written communication skills with the ability to effectively interact with staff and stakeholders. • Innovative mindset with a passion for leveraging technology to drive change and improvement. • Strong commitment to ethical standards, data protection, and regulatory compliance.	• Strong influencing skills to drive project goals and foster collaboration. • Proven ability to support and facilitate organisational change, particularly in the implementation of new technologies and processes. • Experience in negotiating and managing relationships with IT vendors and service providers to achieve desired outcomes.

QUALIFICATIONS

Required:	Desirable:
• A tertiary level qualification in Information Technology/Computer Science or related field.	• Technical proficiency within the Microsoft ecosystem. • Good knowledge of the Technology One PLM solution and other associated modules.

EXPERIENCE

Required:	Desirable:
• 5 years of experience as a Business Analyst. • Minimum 2 years working within a Project Management environment. • Experience in data, reporting, and analytics.	• Familiarity with Public Sector environments. • Familiarity with PMBOK Knowledge Areas.

KEY SELECTION CRITERIA

1. 5 years of experience as a Business Analyst, along with relevant industry qualifications and a minimum of 2 years working within a Project Management environment.

2. Technical proficiency within the Microsoft ecosystem and good knowledge of the T1 PLM and other associated modules.

3. Experience in data, reporting, and analytics, as well as familiarity with Public Sector environments and PMBOK Knowledge Areas.

4. Willingness to work on-site in our Bairnsdale office, and have the ability to work in a team and a collaborative environment.

5. Excellent and effective communication and influence skills, along with the ability to report progress and alert if any blockages arise, especially given the matrix management reporting.

6. Strong analytical and creative problem-solving skills, attention to detail, and exceptional time management skills with the ability to meet deadlines are necessary.

ADDITIONAL REQUIREMENTS

Employees must be capable of fulfilling the requirements of the position with regard to the inherent activities/hazards and be able to meet any control measures provided in the interests of health and safety. However, reasonable adjustments will be made for persons with disabilities, impairments or cultural considerations unless to do so would impose an unjustifiable hardship, or result in the role not being able to be undertaken in a safe manner.

EGW is committed to an embedding and supporting a culture of inclusion through living our organisational Values and Behaviours, and through the principles identified in the Code of Conduct. EGW also respects an Enterprise Agreement made between the Corporation and its Employees.

All employees are required to uphold East Gippsland Water Code of Conduct and Values and Behaviours at all times. All East Gippsland Water employees are Victorian Public Sector employees and are also required to comply with the VPSC Code of Conduct.

For more information about our career opportunities and our current vacancies, please visit Careers at East Gippsland Water | East Gippsland Water (egwater.vic.gov.au).