

## EAM 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.

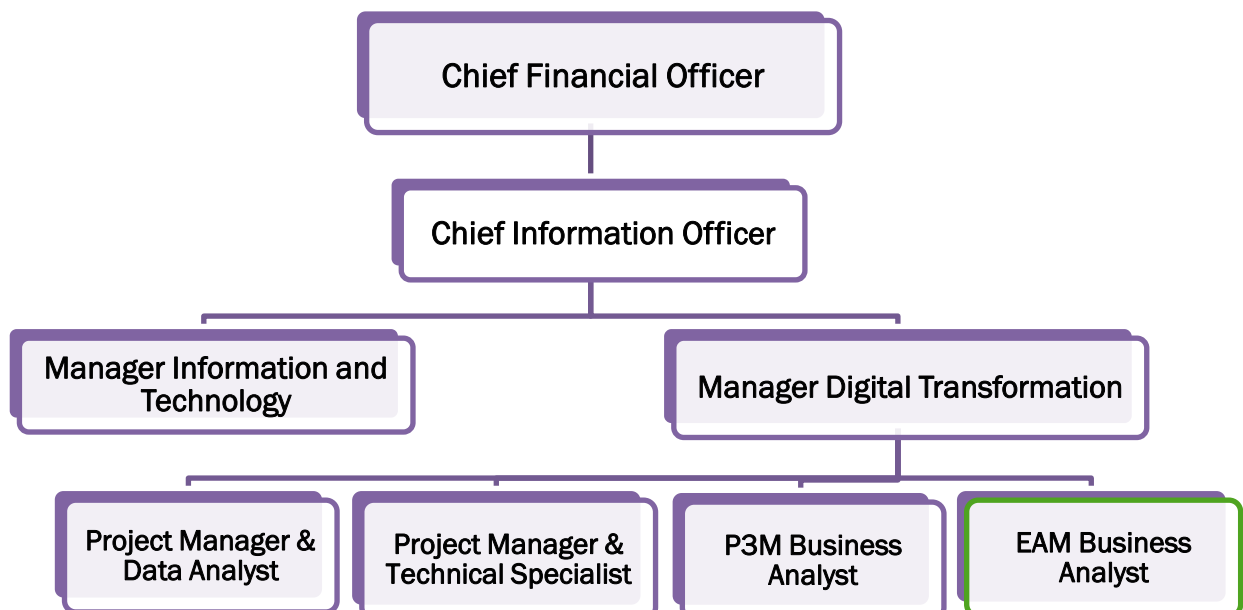
We recognise and respect their unique cultural heritage beliefs, and intrinsic connection to Country, that continues to be important to them today.

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

<b>Position Title:</b>	EAM Business Analyst	<b>Effective Date:</b>	April 2025
<b>Department:</b>	Business	<b>Job Location:</b>	Bairnsdale Office
<b>Reports To:</b>	Manager Digital Transformation	<b>Supervises:</b>	Nil
<b>External Contacts:</b>	Software and Hardware suppliers, Government entities, Water Industry entities, consultants.		
<b>FTE Classification:</b>	1.0	<b>Position Number:</b>	TBC
<b>Prepared By:</b>	Manager Digital Transformation; People, Safety and Culture	<b>Approved By:</b>	Chief Financial Officer

## ORGANISATIONAL CHART



## ABOUT THE ROLE

We are embarking on a significant digital transformation journey by implementing an Enterprise Asset Management (EAM) solution to replace the existing systems, hardware, integrations, reporting, processes.

As the **EAM Business Analyst**, you will be an integral part of the Digital Transformation Team and Assets Planning teams, dedicated to supporting the project. Your role will involve ensuring the successful implementation, transition and integration of the EAM within EGW's Enterprise Resource Planning (ERP) platform, Technology1. This engagement is set to commence from April 2025 for a fixed term of 18 months.

## WHAT YOU WILL BE DOING

<p><b>Project Implementation and Configuration</b></p>	<ul style="list-style-type: none"> <li>• Assist the Digital Transformation Team in configuring the EAM solution.</li> <li>• Migration and implementation of the organisations Asset Registers and planned maintenance schedules.</li> <li>• Migration and implementation of the field mobility systems work orders, functions and services.</li> <li>• Integration/configuration of users, roles, functional and reporting delegations, etc.</li> <li>• Integration of all Asset features into EGW's Project Management, Financials, GIS, Content Manager, Reporting, HR systems.</li> </ul>
<p><b>Business Process Mapping and Documentation</b></p>	<ul style="list-style-type: none"> <li>• Mapping business processes from the existing systems into workflows and related documentation, such as a Software Requirements Specification.</li> <li>• Documenting all lists, options, and selections used by the system.</li> <li>• Documenting the Developer Works process to fit within the new solution.</li> <li>• Defining and documenting the different roles and responsibilities within the new solution.</li> <li>• Documenting the auditing, tracing, and version control needs.</li> <li>• Documentation and definition of KPIs and measures associated with EAM.</li> <li>• Document the retirement of legacy systems and processes.</li> </ul>
<p><b>Artefact and Data Management</b></p>	<ul style="list-style-type: none"> <li>• Identifying, designing artefacts, and e-forms for the system where not available.</li> <li>• Identifying any migration scope and artefacts from the current systems to the new solution.</li> <li>• Data mapping between the current data sources, artefacts, and the new solution.</li> <li>• Review and define required historical data requirements for reporting and analytical purposes.</li> <li>• Mapping the Asset Creation processes for feeding into Asset registers (financial, geospatial, and infrastructure).</li> </ul>
<p><b>Gap Analysis and Integration</b></p>	<ul style="list-style-type: none"> <li>• Conducting gap analysis between the selected solution and the requirements.</li> <li>• Integration of artefacts, documents, workflows, reports/dashboards, registers, M365, and other Technology1 modules (Supply, Contracts, Timesheets, HRIS, PLM, ECM, etc).</li> <li>• Document API needs, e.g., Data Warehouse, Risk Registers, HRIS, Business Intelligence, etc.</li> </ul>

<b>Reporting and Stakeholder Support</b>	<ul style="list-style-type: none"> <li>Assist in the design of all the reports, dashboards, and registers required by the various stakeholders.</li> <li>Assist the Change Management officer in identifying training needs.</li> </ul>
<b>Teamwork</b>	<ul style="list-style-type: none"> <li>Provide and pass on relevant knowledge and training to team members and other employees as required.</li> <li>Communicate effectively between your team and other sections of EGW.</li> </ul>
<b>Culture, Values &amp; Behaviours</b>	<ul style="list-style-type: none"> <li>Remain open, approachable and available for all staff within the team, promoting a positive, optimistic and enthusiastic work culture.</li> <li>Build a supportive and cooperative environment, one that recognises the value of collaboration.</li> <li>Support a workplace culture that enables diversity, fair and inclusive practices.</li> <li>Represent and role model EGW Values &amp; Behaviours, including Proudly United, Truly Authentic, Passionately Innovative and Openly Accountable.</li> </ul>
<b>Health, Safety &amp; Environment</b>	<ul style="list-style-type: none"> <li>Communicate, apply, and promote Health, Safety and Environment policies, procedures and safe systems of work.</li> <li>Contribute to developing a safe working culture through leading by example and acting responsibly for the safety of self and others.</li> <li>Ensure activities are conducted in accordance with our risk management, environment and workplace health and safety management frameworks.</li> </ul>
<b>Records Management</b>	<ul style="list-style-type: none"> <li>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.</li> <li>Conduct all customer and employee queries in a sensitive and confidential manner, ensuring the privacy of East Gippsland Water employees and customers</li> </ul>

## SKILLS, QUALIFICATION & EXPERIENCE

### SPECIALIST SKILLS

Required:	Desirable:
<ul style="list-style-type: none"> <li>Experience in configuring and implementing EAM software solutions, along with familiarity with Public Sector environments and PMBOK Knowledge Areas.</li> <li>Knowledge of integration and configuration of users, roles, and reporting delegations, as well as experience in financial integration.</li> <li>Ability to conduct gap analysis and data mapping, coupled with experience in data, reporting, and analytics, with attention to detail and accuracy in documentation.</li> <li>Ability to report progress and alert if any blockages arise, especially given the matrix management reporting.</li> </ul>	<ul style="list-style-type: none"> <li>Familiarity with the Technology1 platform and the EAM solution consisting of AOM, PLM and SAM modules.</li> <li>Familiarity with API documentation and integration needs (e.g., Data Warehouse, Risk Registers, HRIS, Business Intelligence).</li> <li>Experience with integration of artefacts, documents, workflows, reports/dashboards, and registers.</li> <li>Experience in assisting with change management and identifying training needs.</li> <li>Ability to document and define KPIs and measures associated with EAM.</li> <li>Familiarity with the features, functions and services provided within ERP systems.</li> </ul>

## LEADERSHIP SKILLS

Required:	Desirable:
<ul style="list-style-type: none"> <li>• Ability to clearly articulate ideas, requirements, and feedback to diverse stakeholders, facilitating change across business functions.</li> <li>• Knowledge of sustainable practices and technologies that can be integrated into the corporation's operations.</li> <li>• Understanding of relevant regulations and standards specific to the water industry.</li> <li>• Experience in supporting and facilitating demanding IT projects, ensuring they are completed efficiently and effectively.</li> </ul>	<ul style="list-style-type: none"> <li>• The capability to think long-term, involving the anticipation of future trends, identification of opportunities, and making informed decisions that drive the organisation forward.</li> <li>• Experience in fostering a culture of continuous learning and improvement, providing guidance and support to help team members enhance their skills and performance.</li> </ul>

## INTERPERSONAL SKILLS

Required:	Desirable:
<ul style="list-style-type: none"> <li>• Strong verbal and written communication skills with the ability to effectively interact with staff and stakeholders.</li> <li>• Innovative mindset with a passion for leveraging technology to drive change and improvement.</li> <li>• Strong commitment to ethical standards, data protection, and regulatory compliance.</li> </ul>	<ul style="list-style-type: none"> <li>• Strong influencing skills to drive project goals and foster collaboration.</li> <li>• Proven ability to support and facilitate organisational change, particularly in the implementation of new technologies and processes.</li> <li>• Experience in negotiating and managing relationships with IT vendors and service providers to achieve desired outcomes.</li> </ul>

## QUALIFICATIONS

Required:	Desirable:
<ul style="list-style-type: none"> <li>• A tertiary level qualification in Information Technology/Computer Science or related field.</li> <li>• Strong knowledge of the Technology1 platform and its associated modules</li> </ul>	<ul style="list-style-type: none"> <li>• Technical proficiency within the Microsoft 365 environment.</li> <li>• Completion certificates from Technology1 for Enterprise Asset Management features/functions and services..</li> </ul>

## EXPERIENCE

Required:	Desirable:
<ul style="list-style-type: none"> <li>• 5 years of experience as a Business Analyst within an Information Technology business team.</li> <li>• 2 years working within an Asset Planning and Management environment.</li> <li>• 2 years analysing, transforming and documenting data.</li> <li>• 2 years reviewing, documenting, designing dashboards and reports.</li> </ul>	<ul style="list-style-type: none"> <li>• Familiarity with Public Sector environments.</li> <li>• Familiarity with Project Management activities.</li> <li>• Familiarity with Enterprise Resource Planning platforms.</li> <li>• Familiarity with the Microsoft cloud ecosystem.</li> </ul>

## KEY SELECTION CRITERIA

---

1. Level of experience as an IT based Business Analyst, along with relevant industry qualifications and experience working within an Asset Maintenance and Planning organisation/environment.
2. Knowledge and experience within the Technology1 CI Anywhere platform.
3. Technical proficiency within the Microsoft ecosystem and working knowledge of ERP and EAM solutions, features and functions.
4. Experience in data, reporting, and analytics, as well as familiarity with Public Sector environments and Asset Management practices.
5. Willingness to work on-site in our Bairnsdale office, and have the ability to work in a team and a collaborative environment.
6. 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.
7. 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.



## POSITION DESCRIPTION

### BUSINESS ANALYST

For more information about our career opportunities and our current vacancies, please visit [Careers at East Gippsland Water | East Gippsland Water \(egwater.vic.gov.au\)](https://www.egwater.vic.gov.au/careers).