# Technical Services – Business Analyst CSOF5

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| Advertised Job Title**:** | Business Analyst |
| Reference Number**:** | 58155 |
| Classification**:** | CSOF5 |
| Salary Range: | AU $97K - to AU $105K pa plus up to 15.4% superannuation |
| Location**:** | Yarralumla, ACT |
| Tenure: | Indefinite |
| Relocation assistance**:** | Will be provided to the successful candidate if required. |
| Applications are open to: | Australian Citizens Only  Australian Citizens and Permanent Residents Only   * All Candidates |
| Functional Area**:** | Technical Services |
| % Client Focus - Internal: | 100% |
| % Client Focus - External: | 0% |
| Reports to the: | Senior Business Analyst, IMT Enterprise Architecture |
| Number of Direct Reports: | 0 |

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| **Role Overview:** |
| CSIRO's Information and Technology (IMT) division is embarking on an ambitious portfolio of work designed to support the organisations strategy to 2020. Underpinning the portfolio is a desire for staff to have seamless, secure access to tools, systems and processes that back the delivery of world class science.  The **Business Analyst** is responsible for assisting in the process to address the assessment and triage of non-standard requests which regularly come to IMT. This includes being the key point of coordination to understand the requirements for non-standard requests and analyse the resource impact on each of the teams which might be involved in delivering on the requests. The focus of the Business Analyst will be to help IMT understand how non-standard requests can be delivered end to end. The role will specialise in understanding IMT’s capabilities and the Business Unit’s associated program of work to help solve line of business or research opportunities and problems. Key to the success of this role will be extensive involvement with IMT staff and more broadly CSIRO corporate and research staff.  You will work closely with a range of internal and external stakeholders, including Customers, Managers, other Business Analysts, Solution and Enterprise Architects, Developers, Testers, Infrastructure Specialists and others to identify and assess options on the delivery of high-quality, solutions on behalf of CSIRO and the broader Australian and international community. In particular, you will be responsible for ensuring that non-standard requests are appropriately managed and integrated into the IMT portfolio of work, or addressed utilising IMT’s existing capabilities.  **Security Clearance:**  This is a security assessed position and successful applicants will be required to obtain and maintain a security clearance at baseline level.  To obtain an Australian Government security clearance you must be an Australian Citizen. Applicants seeking sponsorship or who only hold residency status will not be considered. |

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| **Duties and Key Result Areas:** |
| * Work effectively as part of a regionally-dispersed, multi-disciplinary team * Manage a number of competing priorities simultaneously * Approach non-routine tasks and deliver successful outcomes under broad direction * Assist in the analysis of nonstandard request as they come to IMT * Researching, or working with other team members to identify requirements and options to deliver or address new or unexpected nonstandard requests which come to IMT. * Develop and write analyses to help IMT management understand and then agree on how to address new non-standard requests * Track a backlog of requests and requirements to help identify where new or enhancements to IMT services might be required. * Complete assigned business analysis tasks as specified by due dates * Elicit and document business requirements utilising appropriate techniques and tools * Write user stories * Facilitate the documentation of solution architecture for current and future IT solutions * Conduct analysis of business processes and requirements to help develop solutions and options * Design and facilitate workshops with relevant stakeholders * Keep management and other team members informed of progress and issues * Contribute positively to stimulate and promote a team approach, and develop sound working relationships with clients and business owners * Prepare necessary reports to keep a visible track of achievements * Contribute to the continuous improvement of service delivery |

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| **Selection Criteria:** |
| *Under CSIRO policy only those who meet all essential criteria can be appointed*  ***Pre-Requisites:***   1. **Education/Qualifications:** An Associate Diploma, Diploma, Degree in Computer Scienceand/or equivalent experience. 2. **Communication:** Excellent communication skills, both written and oral, including the ability to anticipate the interests and knowledge level of an audience and present information and feedback accordingly**.** 3. **Behaviours:** A history of professional and respectful behaviours and attitudes in a collaborative environment. 4. **Adaptability:** The ability to effectively manage a number of competing priorities simultaneously, and carry out non-routine tasks under limited direction from Senior Technical/Research staff. 5. **Problem Solving:** Proven ability to investigate underlying issues of complex and ill-defined problems and develop appropriate responses by adapting/creating and testing alternative solutions.   ***Essential Criteria:***   1. Experience in working across teams to develop business cases, options papers or analyst reports 2. Demonstrated ability to harness business analysis tools and techniques 3. Demonstrated experience in the development and support of solutions developed on enterprise grade platforms. 4. Experience in requirements management and analysis and translation and simplification of requirements into key activities 5. Demonstrated knowledge, understanding and commitment to principles of Workplace Diversity; Equal Employment Opportunity; Occupational Health, Safety and Environment; and Employee Participation.   ***Desirable Criteria:***   1. Experience or the ability to demonstrate a commitment to delivering outcomes in eResearch, scientific computing or other innovation centric environments is highly desirable.   **CSIRO is a values based organisation. You will need to demonstrate behaviours aligned to our values of:**   1. Integrity of Excellent Science 2. Trust & Respect 3. Creative Spirit 4. Delivering on Commitments 5. Health, Safety & Sustainability   **Other special requirements:**  This is a security assessed position and successful applicants will be required to obtain and maintain a security clearance. |

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| **Other Information:** |
| **How to Apply**  Please apply for this position online at [www.csiro.au/careers](http://www.csiro.au/careers). You may be asked to provide additional information (online) relevant to the selection criteria. If so, then responding will enhance your application so please take the time to provide relevant succinct answers. Applicants who do not provide the information when requested may not be considered.  If you experience difficulties applying online call 1300 984 220 and someone will be able to assist you. Outside business hours please email: [careers.online@csiro.au](mailto:careers.online@csiro.au).  **Referees**: If you do not already have the names and contact details of two previous supervisors or academic/ professional referees included in your resume/CV please add these before uploading your CV.  **Contact:** If after reading the selection documentation you require further information please contact:  by email at [yaroslav.jurkiw@csiro.au](mailto:yaroslav.jurkiw@csiro.au) or by phone at (02) 6124 1403.  Please do not email your application directly to Yaroslav Jurkiw. Applications received via this method will not be considered.  **About CSIRO**  Australia is founding its future on science and innovation. Its national science agency, the Commonwealth Scientific and Industrial Research Organisation (CSIRO) is a powerhouse of ideas, technologies and skills for building prosperity, growth, health and sustainability. It serves governments, industries, business and communities across the nation.  Find out more! [www.csiro.au](http://www.csiro.au).  **About CSIRO** **Information Management and Technology (IMT)** is committed to introducing and maintaining up-to-date, quality information services in support of CSIRO’s strategic objectives. Ongoing business engagement maintains strong connections between IM&T and CSIRO’s research areas so that our services are closely aligned with CSIRO’s strategic objectives, and forms the basis for IM&T's annual Operational Plans. |