

APPLICANT INFORMATION PACKAGE

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Thank you for your interest in applying for the Technical Business Analyst position with the Universities Admissions Centre (UAC). This package is designed to provide you with information about UAC's recruitment process and general conditions of employment.

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SNAPSHOT OF EMPLOYEE BENEFITS

Work-life balance

- Short 7-hour day (35-hour week), with an hour for lunch, Monday to Friday.
- Employees who work more than the standard 35-hour week are entitled to overtime pay.
- Flexible work arrangements including remote work.



Generous leave entitlements

50 days
sick leave with conditions



Family & community
services leave



Study support
leave



Concessional
days



Above-standard employer superannuation contributions

UAC permanent employees
Casual employees

17%
10%

UAC fixed-term

17%

Competitive remuneration

We reward our staff for their hard work with competitive remuneration and salary packaging benefits.



Total annual package

Technical Business Analyst (12 month fixed-term appointment)

\$115,253 – \$125,567 pro rata

Health and wellbeing

Our employees enjoy a range of health and wellbeing initiatives to support their physical and mental health:



- annual health checks and flu vaccinations
- yoga and mindfulness classes
- free counselling service
- membership of an exclusive benefits program with unique offerings across a range of venues, recreational facilities, and eateries at Sydney Olympic Park.

READY TO APPLY?

Email us your:

1. cover letter and resume
2. copies of relevant qualifications (if available).

POSITION DESCRIPTION

POSITION TITLE:	Technical Business Analyst
HEW LEVEL:	Grade 7
DEPARTMENT/UNIT:	Information Technology – Business Analysis/Quality Assurance Office
SUPERVISOR/ MANAGER:	Nick Clark, Manager BA/QA
WRITTEN BY:	Nick Clark, Manager BA/QA
DATE WRITTEN:	September 2019/updated July 2020/updated August 2021/updated December 2021
INCUMBENT:	Vacant
APPROVALS:	Dudley Collinson Chief Information Officer

1. BACKGROUND INFORMATION

UAC - the Universities Admissions Centre – was established in 1995 and is the largest tertiary admissions centre in Australia. Owned by universities in NSW and the ACT, UAC’s mission is to provide excellence in admissions services.

Central to that mission is UAC’s belief in the value of education and a commitment to providing opportunities in higher education for all members of the community. UAC is not-for-profit and driven by a strong culture of servicing the needs of all its stakeholders.

The Information Technology Department consists of five units, Systems, Software, Digital Products, Project Management Office and Service Management Office.

- The Systems Unit provides infrastructure, systems and support services including training to UAC staff and participating universities.
- The Software Unit develops and maintains the code for the core UAC system.
- The Digital Products Unit develops and maintains front end web and mobile applications and dashboards.
- The Service Management Office provides ITIL compliant service management functions for the delivery of services to UAC customers.
- The Project Management Office develops project specifications, scopes and manages delivery of UAC projects.

For further information about UAC’s structure and functions, see UAC’s People & Culture Unit.

2. JOB PURPOSE

The Technical Business Analyst contributes to the development and implementation of technical solutions for a range of system and process issues associated with new business projects and changes to existing products and services. This includes working closely with internal and external stakeholders to develop technical solutions that meet business requirements.

The Technical Business Analyst participates in other change management processes as allocated by the Senior Business Analyst and is responsible for analysing and documenting technical requirements,

identifying and evaluating technical solutions based on a detailed understanding of the business/user need, and for developing system specifications, design documents, and other technical documentation.

3. REPORTING AND OTHER RELATIONSHIPS

The Technical Business Analyst reports to the Senior Business Analyst and has no direct reports.

The Technical Business Analyst engages with all levels of staff across various UAC departments. The position works particularly closely with project managers, business development and other technical staff and participates in projects within a flexible and collaborative team-based environment.

The Technical Business Analyst also works closely with external stakeholders. This includes staff from universities, Government agencies, and other business organisations.

4. DIMENSIONS

There are approximately 30 institutions that access UAC systems.

There are approximately 200 users at UAC and 900 remote users at the participating institutions.

There are approximately 200,000 applications for admission to courses through UAC systems per year.

5. MAJOR TASKS

The major tasks and responsibilities of the position are to:

1. Participate in new business and other projects as allocated and contribute expert business/technical analysis throughout all project phases.
2. Work closely with PMO colleagues, IT staff and other stakeholders throughout the system development lifecycle to clarify, refine, and specify business/technical requirements, evaluate potential solutions, and identify value outcomes for stakeholders.
3. Utilise strong stakeholder engagement skills to build relationships with internal and external stakeholders and represent UAC at client meetings, workshops, and product demonstrations as required.
4. Maintain appropriate relationships with project and change process stakeholders and contribute (as required) to the final reporting and testing of outcomes.
5. Based on a detailed understanding of requirements, produce specifications (functional and technical), process maps, system architecture/design documents, test plans, and other artefacts as required.
6. Report regularly to the Senior Business Analyst on the progress of allocated assignments and discuss problems that arise in a timely manner.
7. Assist with the development and periodic review of templates, standardised test procedures, demonstration/training materials for stakeholders, and other documentation as required.
8. Develop a detailed understanding of UAC's technology stack, systems, business processes and project requirements.

6. PRINCIPAL ACCOUNTABILITIES

The Technical Business Analyst is accountable for:

1. Ensuring that business and system requirements from internal and external stakeholders are correctly elicited, critically analysed, and accurately documented.
2. Ensuring technical solutions, specifications and other artefacts are of professional quality and provided within agreed timeframes.
3. Maintaining professional and effective working relationships with internal and external stakeholders of all levels, and for representing UAC in a professional manner at all times.
4. Providing quality business/technical analysis in line with the position's level of responsibility.
5. Abiding by UAC confidentiality requirements.
6. Proactively maintaining a level of professional and technical expertise commensurate with the position.

7. CHALLENGES AND CONSTRAINTS

The Technical Business Analyst faces challenges associated with the very nature of the role. Eliciting accurate information from others may not always be a straightforward exercise and the Technical Business Analyst must have the skills and a range of personal techniques available to ensure that the correct business requirements are identified and articulated. In weighing solution options, the Technical Business Analyst must ensure that technical constraints are identified and assessed but do not result in outcomes that fail to meet the fundamental business need.

At the organisational level, the Technical Business Analyst is required to deal with the challenges of working in a multidimensional, rapidly changing environment where there is a large program of work awaiting completion and a demand for technical solutions to be delivered within short, strictly agreed timeframes. The Technical Business Analyst must be responsive to traditional and agile methods of working.

The Technical Business Analyst is a client-facing role, serving as an interface to the technical teams at UAC and giving voice to the company's technical capability. The incumbent must, therefore, possess strong relationship management skills and an ability to communicate clearly and effectively in a manner that inspires confidence and supports the project delivery/implementation effort.

8. EDUCATION AND EXPERIENCE

1. Graduate level qualifications in Information Technology, Computer Science, Information Systems or other relevant discipline OR an equivalent combination of relevant experience and/or education/training.
2. At least 4 years' post-graduation experience as a Business Analyst working in a relevant technical environment.

9. SELECTION CRITERIA

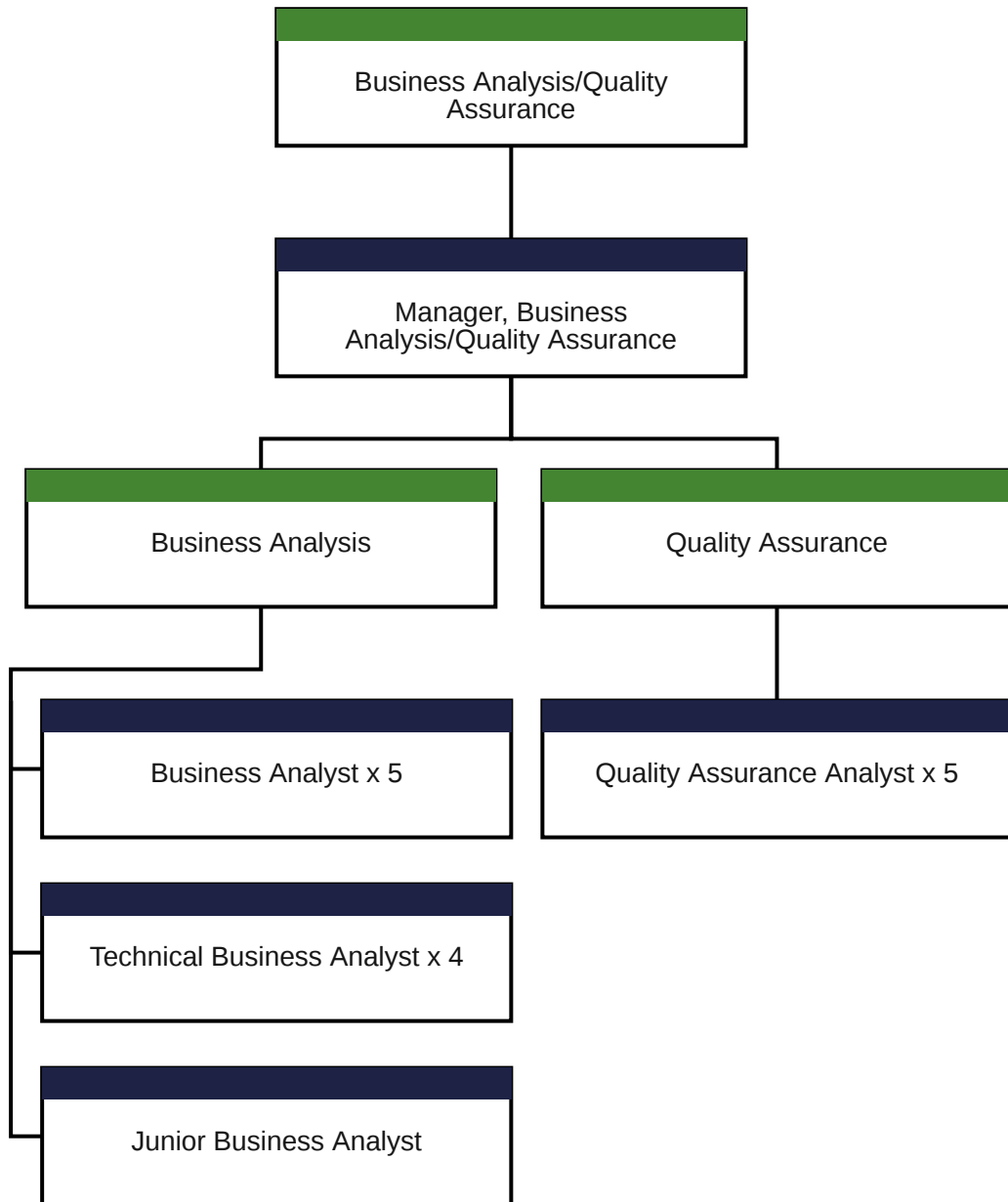
ESSENTIAL

1. Satisfy education and experience requirements as defined in section 8 above.
2. High-level interpersonal and communication skills, with a demonstrated ability to build relationships, inspire confidence, run workshops, and work collaboratively as part of a cross-functional team.
3. Proven ability to specify and model requirements, identify solution options that balance business needs with technical constraints, and estimate the potential value of each solution option for stakeholders.
4. Solid understanding of web service design patterns and a proven ability to both develop and interpret API specifications.
5. Proven ability to support the solution design process, prepare design documentation and accurately visualise the technical implementation of business/user requirements.
6. Proven ability to support the testing process, prepare test documentation, and execute verification testing.
7. Understanding of data modelling techniques and experience with databases and related technologies (SQL).
8. Strong customer focus with genuine curiosity for understanding customer drivers and delivering solutions to meet their needs.
9. Excellent attention to detail, with strong critical thinking and analytical skills for problem solving.
10. High-level organisational skills with the ability to work under pressure, meet deadlines and respond to changing priorities.

DESIRABLE

1. Formal Business Analysis training, such as BABOK.
2. Cloud project experience and/or understanding of cloud technology (AWS or similar)
3. Experience in the Australian university sector or equivalent.

EMPLOYEE: _____ **DATE:** _____





PRIVACY STATEMENT

1. In applying for this position, you have provided UAC with personal information so that your application can be assessed.
2. It is possible that we may disclose information provided in your application to a third party such as a referee, or members of a selection committee.
3. If you provide us with the personal information of others (for example a referee's details), we encourage you to inform them that you are disclosing that information to us, and that UAC does not usually disclose their information to a third party.
4. In due course after the completion of this selection process, the personal information that you have provided will be destroyed, unless you make an application for your personal information to be returned to you.
5. If you seek feedback because your application is unsuccessful, in some circumstances information may be denied. For example if access would have an unreasonable impact on the privacy of others.
