

Position Description – Senior Business Analyst

Updated 13/02/2026

POSITION DETAILS	
Portfolio	Corporate Services
Organisational Unit	Information and Digital Services (IDS)
Supervisor	Associate Director, IDS Infrastructure and Portfolios Engagement & Success
Classification	Higher Education Officer Level 8
Employment Type	Fixed-term, full-time

POSITION SUMMARY
Under broad direction, the role is responsible for leading a full range of business analysis activities, including business process modelling, business case development, business requirements elicitation, analysing, developing and documenting effective business requirements and system specifications for digital projects.

UNIVERSITY EXPECTATIONS AND VALUES
<p>All staff at Flinders are responsible for understanding their obligations and responsibilities as set out in the University's code of conduct and are expected to:</p> <ul style="list-style-type: none"> • demonstrate commitment to the University's values of Integrity, Courage, Innovation, Excellence and the underlying ethos of being Student Centred; • contribute to the efficient and effective functioning of the team or work unit in order to meet the University's objectives. This includes demonstrating appropriate and professional workplace behaviours, providing assistance to team members if required and undertaking other key responsibilities or activities as directed by one's supervisor; • promote and support an inclusive workplace culture which values diversity and embraces the principles of equal opportunity; • perform their responsibilities in a manner which reflects and responds to continuous improvement; and • familiarise themselves and comply with the University's <i>Work Health and Safety, Injury Management and Equal Opportunity</i> policies. <p><i>Flinders University is committed to providing a safe, respectful and inclusive environment, free from gender-based violence. Appointment to this role is conditional on the completion of required pre-employment checks and declarations, each of which must be satisfactory to the University. This includes a Gender-Based Violence declaration, in accordance with the National Higher Education Code to Prevent and Respond to Gender-Based Violence (2025), and a Nationally Coordinated Criminal History Check.</i></p>



KEY POSITION RESPONSIBILITIES

The Senior Business Analyst is accountable for:

Core Project Responsibilities

1. Leading and conducting business analysis activities including process modelling, effectively analysing, developing and documenting business requirements, testing and system specifications to support the development and improvement of information systems.
2. Developing business cases which clearly define business objectives, potential benefits, articulating options for achieving the benefits through the development of new processes and systems, and providing financial information to support investment decisions.
3. During project implementation undertaking a wide range of service transition activities, including transition planning and support, change management, asset and configuration management, release and deployment management, service validation and testing, user training and support, evaluation and knowledge management.

Project Planning, Analysis & Performance

4. Conducting high-level analytical investigations to develop effective strategies, undertake feasibility studies and document business requirements specifications and user and functional specifications. Preparing a wide range of documents to support the development of project and information system improvement initiatives.
5. Effectively utilising established modelling analysis tools and methods to define requirements and processes, resulting in complete and correct functional, non-functional and service related requirements documentation.

Project Collaboration & Stakeholder Management

6. Providing technical and process analysis advice to stakeholders and project steering committees and key end users.
7. During project development, taking responsibility for requirements management and communication, including managing conflicts, issues and changes and ensuring that stakeholders and the project team remain in agreement on the solution scope.

Risk, Governance & Ways of Working

8. Managing day-to-day vendor interactions and relationships using sound commercial judgement in accordance with University procurement policies.
9. Maintaining agile based ways of working (where appropriate) to manage, ref, and prioritise the activity backlog based on relevant customer and IDS priorities.
10. Contributing to regular project quality reviews and risk management assessments.
11. Identifying, managing and mitigating risks related to the activities being undertaken by the role in line with IDS and Flinders University policies and procedures.
12. Ensuring compliance with all relevant IDS and Flinders University policies and procedures.

Other Responsibilities

13. Any other responsibilities in line with the level of the role as assigned by the Supervisor and/or the University

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KEY POSITION CAPABILITIES

- Appropriate tertiary qualification in Information Technology or relevant technical area, and / or equivalent relevant experience in an IT environment.
- High level strategic thinking, planning and analytical skills to support outcomes and meet the University's strategic goals.
- High level skills in leading a team to its full potential, including high level interpersonal and relationship management skills.
- Broad experience in building and managing customer relationships and expectations.
- Broad experience in agile ways of working including exposure to scaled agile methodologies and/or collaborating and delivering through a matrix structure.
- High level self-improvement and growth mindset/approach to the role and as part of a wider team.
- High level interpersonal influence and demonstrated ability to negotiate and communicate effectively with staff and customers across a diverse organisation particularly during the design, management and implementation of customer solutions.
- Relevant and current industry training and certifications in business analysis and enterprise agile methodologies.
- High level skills and experience in data modelling and analysis.
- Higher education experience advantageous.

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