POSITION DESCRIPTION

Application Consultant / Business Analyst

EFT:	Full time, Permanent
Portfolio:	Community Sector Products & Services
Reports to:	Team Lead – Application Consultants (VIC)

About Infoxchange

Infoxchange is a not-for-profit social enterprise that has been delivering technology for social justice for over 30 years. With 180 staff across Australia and New Zealand, we tackle the biggest social challenges through the smart and creative use of technology.

We work with community, government and corporate partners to solve issues around homelessness, family violence, mental health and disability, as well as supporting Indigenous communities, women, youth and families.

Our products and services are used by over 25,000 organisations across the community sector. We provide the right tools to improve efficiency and deliver greater impact – from nation-wide service coordination systems to IT advice for individual organisations.

And through our work in digital inclusion and social innovation we use technology to empower people experiencing disadvantage, driving social inclusion and creating stronger communities. We believe no-one should be left behind in today's digital world.

In November 2018, Infoxchange joined forces with Connecting Up (which operates in NZ as TechSoup New Zealand) to form the Infoxchange Group. Together, we are Australia and New Zealand's leading not-for-profit dedicated to using technology to improve the lives of people experiencing disadvantage and the organisations that support them.

Read more about Infoxchange in our annual report at https://infoxchange.org/2020

About the role

This position is primarily related to implementing and supporting our award-winning Client and Case Management application.

The role provides an exciting opportunity for a person with proven business analysis and project delivery skills to perform a key function within the Community Sector Products & Services team. Working with a team of Consultants and Project Managers, the purpose of the role is to deliver Client and Case Management projects across a broad range of new and existing non-government organisations in the human services sector.

The primary responsibilities of the role are the identification and analysis of business requirements, configuration of our Client & Case Management product, and managing scope, schedule, deliverables and change during project delivery to new and existing customers.

Key working relationships

Internal
- » Team Lead - Application Consultants (VIC)
- » NGO Application Consultant team members
- » Customer Engagement Team members
- » Other members of the Client & Case Management team
- » Operations and Application Support team members

External
- » Customers and prospective customers of Infoxchange
- » Partners of Infoxchange
- » Suppliers of Infoxchange

Key duties and responsibilities

- » Analyse customer requirements using a variety of methods including interviews, workshops, data and document reviews

- » Build a well-rounded understanding of customer needs across data capture, business process and reporting requirements

- » Design solutions that satisfy customer needs within existing product configuration capability

- » Generate estimates for delivery of a configuration design

- » Manage project scope and schedule, including documentation of agreed project scope and liaison with internal and external stakeholders to set and manage expectations

- » Manage project change including changes to scope, schedule and price

- » Configure the application according to the agreed design and scope

- » Manage product configurations across multiple environments (e.g. UAT, Training, Production) as required

- » Obtain customer sign off on deliverables

- » Work with Team Lead to enable coordination of concurrent pipeline, project and support tasks

- » Creation and maintenance of specification documentation, user guides and training documentation

- » Application and configuration testing

- » Data migration

- » End user training

- » Level 3 product configuration support

- » Other duties as requested by manager

Key selection criteria

To succeed in this role at Infoxchange, you will have/be:

1. Demonstrated professional experience and/or tertiary qualifications relevant to the position

2. Proven ability to use a variety of techniques to discover, analyse and understand customer requirements

3. Understanding and experience working with applications that utilize a complex relational architecture

4. Proven experience undertaking complex and diverse projects

5. Ability to develop creative and effective solutions that meet customer requirements and can be achieved within scope, time and budget and by utilising existing tools

6. Demonstrated ability to manage change on projects, including identification of change options, analysis of impacts and management of stakeholders

7. Excellent written and verbal communications skills, including the ability to deliver training and public presentations.

8. Strong organizational and personal management skills that will ensure all functions, reports and records are maintained in an up-to-date and timely manner

9. Working knowledge of some or all of SQL, HTML, CSS and JavaScript/JQuery

10. Good knowledge or previous experience of working in the health and/or human services sector is desirable

Employment conditions

» Located at the Infoxchange Melbourne office
» Inter or intra state travel as required
» Terms and conditions as per employment contract.
» Standard hours as per contract, with some flexibility required.
» Must complete a criminal records check.