Business Analyst

EFT:	Full time, Permanent
Portfolio:	Tech Services – QLD Software Development Team
Reports to:	Team Leader – Solution Design and Analysis
Reporting line:	CEO > Head of Technology > QLD Software Development Manager > Team Leader > Business Analyst

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

The development team is responsible for the analysis, design, development, testing, maintenance, and optimisation of Infoxchange's multiple customer-facing and internal products. Our team is evolving rapidly and creating several new applications that employ the latest technologies.

You will be responsible for defining business problems via in-depth investigation and gathering of technical and non-technical information. Once the issue is clearly understood, you will outline detailed requirements for a solution and ensure the delivered solution meets those business requirements. You are most often engaged to work on IT and business transformation projects but can also be deployed onto projects in other departments too.

We have a passion for building high quality products within an empowering culture and making a positive contribution to society using technology.

Key working relationships

Internal
» Working closely with other members of the Software Development Team, QA Team, as well Delivery Teams.

External
» Clients and Partners of Infoxchange

Key duties and responsibilities

» Gather, validate and document business requirements.

» Analyse commercial data such as budgets, sales results and forecasts

» Model business processes and identifying opportunities for process improvements.

» Identify issues, risks and benefits of existing and proposed solutions and outline business impacts.

» Create functional specifications for solutions.

» Simplify information and decipher technical jargon so it is easily understood by the whole team.

» Implement and test of solutions.

» Support business transition and help to establish change.

» Assist in the creation and continuous improvement of engineering and delivery practices.

» Manage sensitive people matters with discretion and professionalism.

» Resolve conflicts in a respectful manner.

» Uphold and advocate for the values, beliefs, and principles as outlined in the Technical Services Team Manifesto

Key selection criteria

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

1. Strong analytical skills, including a thorough understanding of how to interpret customer business needs and translate them into practical application and operational solutions.

2. Demonstrate ability to produce requirement artefacts: Business Requirements, Functional Specifications, data flow diagrams, ERD diagrams, UML modelling techniques, interface design, test plans and test cases.

3. A demonstrated ability to solve problems in a complex environment.

4. Experience in working in agile delivery.

5. A high level of customer service delivery skills

6. Demonstrated experience in development of business processes, use-cases, task and workflow analysis.

7. Demonstrated experience in Business Process Re-Engineering or business transformation initiatives, Data Analysis, Systems Functional/non-Functional Analysis.

8. Demonstrated experience in facilitation of business solution workshops involving participants from senior management to business users.

9. Excellent verbal and written communication skills and the ability to interact professionally with a diverse group.

Employment conditions

» Located in Brisbane

» Terms and conditions as per employment contract.

» Standard hours as per contract, with some flexibility required.

» Must complete a criminal records check.