

POSITION DESCRIPTION

Senior Business Analyst

EFT:	Full time, 12-month fixed term contract (<i>part time will be considered</i>)
Portfolio:	Social Innovation and Digital Inclusion
Reports to:	Senior Product Manager

About Infoxchange

Infoxchange is a not-for-profit social enterprise that has delivered technology for social justice for 30 years. With over 130 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 family violence, homelessness, mental health and issues facing people with disabilities, the elderly, Aboriginal, Torres Strait Islander, Maori and Pasifika communities.

Our products and services are used by 8,800 organisations across the community sector. We provide the right tools to improve efficiency and deliver greater impact – from nation-wide case management and service coordination systems to IT services and advice for individual organisations.

Our community programs focus on digital inclusion – using technology to improve the lives of 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 to create 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.

The integration brings together 150 staff members working to support more than 30,000 not-for-profits and over 2 million people in need each year across Australia and New Zealand.

Connecting Up has become a subsidiary of Infoxchange and will continue to trade as TechSoup New Zealand to serve the not-for-profit sector in New Zealand.

About the role

The Social Inclusion and Digital Innovation (SIDI) team are looking for a multi-faceted Senior Business Analyst to utilise their analytical and product skills to help us define the solution for our Service Directory.

Reporting to the Senior Product Manager you will be an integral part of the SIDI Product Team to analyse, define features and user stories and work with Development to prioritise and define development tasks. You will get to know key products that integrate with our Service Directory and intimately know our user needs to speak with authority on any of the product features.

This role will provide you with the opportunity to design and shape the business rules, features and processes of the new Service Directory and future of Ask Izzy.

What you'll be working on

Infoxchange owns one of Australia's largest health and welfare service directories. With over 370,000 service across Australia, the directory has long been central to Infoxchange's business and social impact, acting as a pillar to many of Infoxchange software solutions for the community, and increasing individuals and communities. The directory data powers [Ask Izzy](#), Infoxchange's award winning website that connects people in need with crucial services, as well as a number of Australian Government directories.

In times of crisis, such as the recent bushfires and the COVID-19 pandemic, the importance of the directory has been highlighted with searches for help rapidly growing to over 300,000 per month from people all across Australia.

Recognising the critical role of the Directory, the Executive Leadership Team with the support of the Infoxchange Board, have made a commitment to invest in the future of the service directory. To bring the future vision of the directory to life, Infoxchange is committed to building the right team to deliver this work.

The service directory product team cross-cuts a number of departments in Infoxchange and includes product and design expertise, technical expertise and importantly, understanding of our users and customers.

This is a unique opportunity to join a newly formed team at Infoxchange to shape the direction of our social impact, our implementation of emerging technologies and help people across Australia access vital services.

Key working relationships

Internal

- » Head of Social Innovation and Digital Inclusion
- » Head of Technology
- » Product Managers
- » Technical development team

External

- » Infoxchange partners and product users

Key duties and responsibilities

- » Join a cross-departmental product team and be responsible for:
 - > designing and documenting of the future state Service Directory processes with key stakeholders.
 - > defining and planning of iterations that align with user goals.
 - > analysing and shaping the definition of features into user stories to form the product backlog.
- » Working closely with the Senior Product Manager, define and describe the product backlog items in order to build a shared understanding of the problem and solution with the product development team.

- » Create definitions of done and ensure that the items have been delivered in line with those definitions.
- » Actively mitigate any issues or risks that will impact the successful completion of sprint iterations.
- » Working with the development team to ensure that user stories and acceptance criteria are clearly defined.

Key selection criteria

To succeed in this role at Infoxchange, you will demonstrate:

1. Demonstrated experience as a Senior Business Analyst.
2. Strong analytical and business analysis skills.
3. Experience developing Epics and user stories.
4. Assisting in shaping a product backlog.
5. Experience working on API projects or products will be highly regarded.
6. Exceptional communication skills with the ability to build great relationships and challenge thinking.
7. Passion for social impact and using to skills to solve some of Australia's most pressing social challenges.

Employment conditions

- » Located flexible: Melbourne, Adelaide or Brisbane.
- » 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.