

POSITION DESCRIPTION

Technical Business Analyst

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| EFT: | Full time, Permanent based in QLD (we are a flexible work place and part-time will be considered) |
| Portfolio: | Technical Services/Development Team (QLD) |
| Reports to: | Software Design & Development Manager (QLD) |

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

This is an exciting opportunity for a person with proven technical knowledge and business analysis skills to perform a key function within the Software Design and Development team (QLD).

The primary role of this position is to analyse business requirements and provide expert design input into Infoxchange's client management and referral system used by non-for-profit, non-government and government human services organisations.

This role will involve working with other members of the product and implementation teams, as well as external government and non-government stakeholders. The role will include analysis of requirements, development and documentation of solution designs, creation of development tickets, software design, monitoring software development progress and testing. The person will be part of a small collaborative team including project managers, application consultants, testers and software developers.

Key working relationships

Internal

- » Manager - Software Design and Development (QLD)
- » Software Design and Development team (QLD)
- » QA / Test team
- » Business team (Application consultants, Project managers, Program managers)
- » Product Team / Product Owner

External

- » Customers of Infoxchange
- » Partners of Infoxchange

Key duties and responsibilities

- » Analyse and document requirements, participate in design workshops, develop solution designs – including wireframes, process flow charts, business rules and logical data models
- » Create other design and development artefacts as required (e.g. software development stories, etc.)
- » Write detailed development tickets
- » Create test cases and participate in testing activities
- » Provide regular progress reports and other reports to assist project tracking
- » Maintain effective communication with project stakeholders, including internal stakeholders, government and non-government organisations
- » Communicate effectively with testers, application consultants, project managers, software developers and analysts
- » Other duties as requested by manager

Key selection criteria

1. Solid business analyst experience, including experience documenting requirements and development of functional specifications, preferably in relation to web applications.
2. Desired experience in UML including: Use Case, Entity Relationship, Sequence and Activity diagrams and documentation
3. Desired experience working with a software development team in order to design technical solutions and define software development tasks

4. Have experience and demonstrated skills in designing for user experience and development of user interface designs.
5. Knowledge of the principles and practices to mock/design User Interfaces that conform to industry-based and Australian Government Accessibility and Usability principles, practices and guidelines.
6. Understanding and experience working with applications utilising a complex relational database architecture.
7. Good understanding of web application development including all phases of the SDLC and Agile delivery methodology
8. Tertiary qualifications relevant to the position and/or relevant demonstrated professional experience.
9. Excellent written and verbal communications skills.
10. Working knowledge of HTML5 and CSS3 is desirable
11. A good knowledge of, or previous experience of, working in the health and/or community sector is desirable

Personal attributes

12. Ability to function in a team environment, including the ability to persuade/influence others through effective communication
13. Consultative, using professional or expert advice as required
14. Must be proactive and able to show initiative
15. Ability to generate trusting alliances both internally and externally
16. Good conceptual, strategic and decision making skills
17. High-level of communication skills and interpersonal skills
18. Energy and passion for the work, sense of fun and enjoyment for what can be achieved
19. Passion for the not-for-profit and community sector

Employment conditions

- » Working business hours and flexibly as required
- » Interstate travel as required
- » Person must agree to a police history check