Role Description
Technical Business Analyst

Role Description Fields	Details
Cluster	Education
Department/Agency	NSW Education Standards Authority (NESA)
Division/Branch/Unit	Information & Communication Technology
Role number	XXXX
Classification/Grade/Band	Clerk Grade 7/8
Senior executive work level standards	Not Applicable
ANZSCO Code	261111
PCAT Code	3119192
Date of Approval	29 November 2023
Agency Website	https://www.nsw.gov.au/education-and-training/nesa

Agency overview

The NSW Education Standards Authority (NESA) works with the NSW community to drive improvements in student achievement.

We are an independent statutory authority reporting to an independent Board and the NSW Minister for Education and Early Childhood Learning.

Making sure all children and young people in NSW leave school ready to take advantage of life's opportunities, as well as to rise to its inevitable challenges, is at the heart of what we do.
We achieve this by supporting all school sectors (public, catholic and independent) to deliver the best possible outcomes for students through:

- high-quality syllabuses.
- assessment, including managing the HSC and NAPLAN.
- teaching standards, such as the accreditation of teachers to work in NSW schools.
- school environments, including setting and monitoring school standards.

To find out more about the important work we do for NSW visit our website.

Primary purpose of the role

(Technical) Business Analysis (BA) will identify, analyse and document business processes, systems, and other functional requirements to support efficient business operations and performance delivery in line with organisational strategies and operational plans. BA will also document all of their findings though epics and user stories, that align with the scope to improve business systems and to align solutions with business requirements, organisational strategies and plans.

Key accountabilities

- Identify, analyse and translate business processes, technical functions/systems and a broad range of data from disparate datasets into meaningful insights to identify valuable opportunities to enhance business performance.
- Investigate problems, analyse options and provide recommendations for new and existing services, new initiatives, strategies and products to improve compliance and effectiveness and to address risks.
- Deliver targeted data-driven insights into the underlying drivers of commercial outcomes to translate complex analysis into meaningful insights and develop appropriate recommendations to support decision-making.
- Undertake qualitative and quantitative research to identify trends and assist with determining business priorities, involving users in research to generate a deep understanding of user needs and uncover new opportunities for systems, products and services.
- Manage and monitor relationships with and between stakeholders to engage with users to understand and analyse solutions to business problems, collate needs, and research fit-for-purpose solutions.
- Provide accurate advice about technical issues and solutions to assist with specifying and documenting business requirements for new or existing solutions.
- Review and propose business improvements and contribute to developing, facilitating, coordinating and communicating initiatives and strategies to ensure organisational consistency and adoption of best practices.
- Build and maintain effective relationships with key internal and external stakeholders to gain/maintain specialist and business knowledge and to facilitate scoping and setting of business priorities

Key challenges

- Establishing relationships with stakeholders to develop trust and ensure reliable and accurate information is communicated and documented.
- Distilling business needs to identify fit-for-purpose options while supporting organisational agility and responsiveness to change.
- Translating complex analysis into meaningful insights and recommendations to effectively influence a diverse range of key stakeholders with varying expectations.

Key relationships

Who	Why
Internal	
Manager	- Escalate issues, keep informed and receive guidance and direction - Participate in discussions and decisions regarding business system improvements
Work Team	- Support team work collaboratively to contribute to achieving the team's business outcomes - Assist with problem identification, clarification and solutions using a proactive approach that is underpinned by analytical insight and outcomes - Encourage and support team members and work collaboratively to contribute to achieving the team's business outcomes

Who	Why
Client/Customer	• Facilitate, negotiate and provide advice to the business unit on leveraging their existing use of systems and processes to provide improved business outcomes • Provide advice on change initiatives, upgrades, testing coordination, and present reports and recommendations on issues and system or process improvements
External	
Client/Customers	• Engage, facilitate and provide advice to stakeholders on leveraging use of systems and processes to provide improved outcomes • Provide advice on change initiatives, upgrades, testing coordination, and present reports and recommendations on issues and system or process improvements • Liaise with stakeholders to ensure requirements are discussed and understood

Role dimensions

Decision making

This role has autonomy and makes decisions under their direct control as directed by their Manager. It defers to a Manager's decisions when significant changes to program outcomes or timeframes are required or are likely to escalate or require submission to a higher level of management. This role is fully accountable for the delivery of work assignments on time and to expectations in terms of quality, deliverables and outcomes.

Reporting line

To the relevant Manager

Direct reports

This role has no direct reports.

Budget/Expenditure

In line with the Agency's Administrative and Financial Delegation Manual

Capabilities for the role

The NSW public sector capability framework describes the capabilities (knowledge, skills and abilities) needed to perform a role. There are four main groups of capabilities: personal attributes, relationships, results and business enablers, with a fifth people management group of capabilities for roles with managerial responsibilities. These groups, combined with capabilities drawn from occupation-specific capability sets where relevant, work together to provide an understanding of the capabilities needed for the role.

This role also utilises an occupation specific capability set which contains information from the Skills Framework for the Information Age (SFIA). The capability set is available at www.psc.nsw.gov.au/capabilityframework/ICT

The capabilities are separated into **focus capabilities** and **complementary capabilities**.

Focus capabilities

Focus capabilities are the capabilities considered the most important for effective performance of the role. These capabilities will be assessed at recruitment.

The focus capabilities for this role are shown below with a brief explanation of what each capability covers and the indicators describing the types of behaviours expected at each level.

FOCUS CAPABILITIES			
Capability group/sets	**Capability name**	**Behavioural indicators**	**Level**
Personal Attributes	**Manage Self** Show drive and motivation, an ability to self-reflect and a commitment to learning	• Keep up to date with relevant contemporary knowledge and practices • Look for and take advantage of opportunities to learn new skills and develop strengths • Show commitment to achieving challenging goals • Examine and reflect on own performance • Seek and respond positively to constructive feedback and guidance • Demonstrate and maintain a high level of personal motivation	Adept
Relationships	**Commit to Customer Service** Provide customer-focused services in line with public sector and organisational objectives	• Take responsibility for delivering high-quality customer-focused services • Design processes and policies based on the customer's point of view and needs • Understand and measure what is important to customers • Use data and information to monitor and improve customer service delivery • Find opportunities to cooperate with internal and external stakeholders to improve outcomes for customers • Maintain relationships with key customers in area of expertise • Connect and collaborate with relevant customers within the community	Adept
	Work Collaboratively Collaborate with others and value their contribution	• Encourage a culture that recognises the value of collaboration • Build cooperation and overcome barriers to information sharing and communication across teams and units • Share lessons learned across teams and units • Identify opportunities to leverage the strengths of others to solve issues and develop better processes and approaches to work • Actively use collaboration tools, including digital technologies, to engage diverse audiences in solving problems and improving services	Adept

FOCUS CAPABILITIES

Capability group/sets	Capability name	Behavioural indicators	Level
Results	**Think and Solve Problems** Think, analyse and consider the broader context to develop practical solutions	• Identify the facts and type of data needed to understand a problem or explore an opportunity • Research and analyse information to make recommendations based on relevant evidence • Identify issues that may hinder the completion of tasks and find appropriate solutions • Be willing to seek input from others and share own ideas to achieve best outcomes • Generate ideas and identify ways to improve systems and processes to meet user needs	Intermediate
Business Enablers	**Technology** Understand and use available technologies to maximise efficiencies and effectiveness	• Identify opportunities to use a broad range of technologies to collaborate • Monitor compliance with cyber security and the use of technology policies • Identify ways to maximise the value of available technology to achieve business strategies and outcomes • Monitor compliance with the organisation's records, information and knowledge management requirements	Adept

Occupation specific focus capability set

Capability Set / Skill	Category and Sub-Category	Level Descriptions	Level and Code
Business analysis SFIA	Change and transformation Business change management	• Investigates operational requirements, problems, and opportunities, seeking effective business solutions through improvements in automated and non-automated components of new or changed processes. • Assists in the analysis of stakeholder objectives, and the underlying issues arising from investigations into business requirements and problems and identifies options for consideration. • Works with stakeholders, to identify potential benefits and available options for consideration, and in defining acceptance tests. • Contributes to selection of the business analysis methods, tools and techniques for projects; selecting appropriately from predictive (plan-driven) approaches or adaptive (iterative/agile) approaches.	BUAN Level 4

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Occupation specific focus capability set			
Capability Set / Skill	**Category and Sub-Category**	**Level Descriptions**	**Level and Code**
Requirements definition and management IIIII SFIA	Change and transformation Business change management	• Contributes to selection of the requirements approach for projects, selecting appropriately from predictive (plan-driven) approaches or adaptive (iterative/agile) approaches. • Defines and manages scoping, requirements definition and prioritisation activities for initiatives of medium size and complexity. • Facilitates input from stakeholders, provides constructive challenge and enables effective prioritisation of requirements. • Reviews requirements for errors and omissions. • Establishes the requirements base-lines, obtains formal agreement to requirements, and ensures traceability to source. • Investigates, manages, and applies authorised requests for changes to base-lined requirements, in line with change management policy.	REQM Level 4
Business process testing IIIII SFIA	Change and transformation Business change management	• Designs and manages tests of new/updated processes. Specifies test environment for whole life-cycle testing (for example, using a model office concept). • Manages selection/creation of relevant scenarios for testing and ensures that tests reflect realistic operational business conditions. • Ensure tests and results are documented, reported to stakeholders and are available for specification of user instructions. • Highlights issues and risks identified during testing to business stakeholders. • Provides specialist guidance and advice to less experienced colleagues and users to ensure that test are conducted in an appropriate manner.	BPTS Level 5
Relationship management IIIII SFIA	Relationships and engagement Stakeholder management	• Implements stakeholder engagement/communications plan. • Deals with problems and issues, managing resolutions, corrective actions, lessons learned and the collection and dissemination of relevant information. • Collects and uses feedback from customers and stakeholders to help measure effectiveness of stakeholder management. • Helps develop and enhance customer and stakeholder relationships.	RLMT Level 4

Complementary capabilities

Complementary capabilities are also identified from the Capability Framework and relevant occupation-specific capability sets. They are important to identifying performance required for the role and development opportunities.

Note: capabilities listed as 'not essential' for this role are not relevant for recruitment purposes however may be relevant for future career development.

COMPLEMENTARY CAPABILITIES			
Capability group/sets	**Capability name**	**Description**	**Level**
Personal Attributes	Display Resilience and Courage	Be open and honest, prepared to express your views, and willing to accept and commit to change	Adpet
	Act with Integrity	Be ethical and professional, and uphold and promote the public sector values	Intermediate
	Value Diversity	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Intermediate
Relationships	Communicate Effectively	Communicate clearly, actively listen to others, and respond with understanding and respect	Intermediate
	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Intermediate
Results	Deliver Results	Achieve results through the efficient use of resources and a commitment to quality outcomes	Intermediate
	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Intermediate
	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Intermediate
Business Enablers	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Foundational
	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Intermediate
	Project Management	Understand and apply effective project planning, coordination and control methods	Intermediate

Occupation specific complimentary capabilities

Capability Set / Skill	Category and Sub-category	Description	Level and Code
Business modelling SFIA	Change and transformation Business change management	The production of abstract or distilled representations of real world, business or gaming situations in traditional or trans-media applications, to aid the communication and understanding of existing, conceptual or proposed scenarios. Predominantly focused around the representation of processes, roles, data, organisation and time. Models may be used to represent a subject at varying levels of detail and decomposition.	BSMO Level 4
Business process improvement SFIA	Strategy and architecture Business strategy and planning	The creation of new and potentially disruptive approaches to performing business activities in order to create business opportunities; deliver new or improved products/services; or to improve supply chains. The identification and implementation of improvements to business operations, services and models. The assessment of the costs and potential benefits of the new approaches. The analysis and design of business processes in order to adopt and exploit technologies to improve business performance. The development of enterprise process management capabilities to increase organisational agility and responsiveness to change.	BPRE Level 5
Organisational capability development SFIA	Change and transformation Business change management	The provision of leadership, advice and implementation support to assess organisational capabilities and to identify, prioritise and implement improvements. The selection, adoption and integration of appropriate industry frameworks and models to guide improvements. The systematic use of capability maturity assessments, metrics, process definition, process management, repeatability and the introduction of appropriate techniques, tools and enhanced skills. The delivery of an integrated people, process and technology solution to deliver improved organisational performance in line with organisation's strategic plans and objectives. The scope of improvement is organisational but may also be highly focussed as necessary for example software development, systems development, project delivery or service improvement.	OCDV Level 5