

Role Description

Senior ICT Business Analyst



Cluster	Department of Primary Industries and Regional Development
Agency	Local Land Services
Classification/Grade/Band	LLS level 7
ANZSCO Code	261111
PCAT Code	1226468
Date of Approval	September 2024
Agency Website	http://www.lls.nsw.gov.au

Agency overview

The Department of Primary Industries and Regional Development (DPIRD) is the department dedicated to growing primary industries and supporting regional economic development to deliver long term benefits to the state. Our focus is to protect, support and develop our primary industries, mining sector, and regions.

DPIRD brings together Agriculture and Biosecurity; Forestry and Fishing; Local Land Services; NSW Resources; Regional Development and Delivery; the Regional Growth NSW Development Corporation; NSW Public Works and Soil Conservation Service.

We have nearly 5,000 employees, with almost 80 per cent of us living and working in regional NSW.

Local Land Services (LLS) is an Executive Agency. It provides quality, customer-focused services to landholders and the community across New South Wales. This regionally-based organisation brings together a wide range of service and advisory functions including agriculture, biosecurity, natural resource management, land management, biodiversity, emergency services and private native forestry.

Primary purpose of the role

The Senior ICT Business Analyst will play a crucial role in evaluating business processes, continuous improvement initiatives and facilitating the implementation of solutions that drive strategic decision making and enhance operational efficiency. This position involves working closely with stakeholders to gather and analyse data, develop insights, and provide recommendations that drive strategic decisions and operational excellence.

Key accountabilities

- Collaborate with stakeholders to gather, document, and validate business requirements and user stories to produce key analysis artefacts to support decision making and alignment with objectives.
- Analyse and interpret complex data sets, creating reports, dashboards, and visualisations to inform decision-making and identify trends.
- Develop and maintain business process models, maps and standard operating procedures to support continuous improvement.
- Support project execution by monitoring progress, identifying and managing risks, and facilitating communication between teams.
- Build strong stakeholder relationships, leading discussions, and negotiating to achieve consensus on priorities.
- Maintain accurate, up-to-date documentation for business processes and project deliverables.

Key challenges

- Managing competing stakeholder priorities and balancing diverse business needs while ensuring alignment with project goals.
- Navigating complex data sets and translating insights into actionable recommendations that drive process improvements and decision-making.
- Coordinating communication across cross-functional teams to ensure clear understanding of requirements and smooth project execution in a dynamic environment.

Key relationships

Who	Why
Internal	
Manager	<ul style="list-style-type: none">• Escalate issues, advise and receive instructions.
Work team	<ul style="list-style-type: none">• Contribute to program/project quality.• Work collaboratively to contribute to achieving the team's business outcomes
Clients/Customer	<ul style="list-style-type: none">• Manage expectations, resolve and provide solutions to issues• Negotiate schedules for re-testing• Receive business requirements specifications and manage the delivery of testing scripts and reports.

Role dimensions

Decision making

The role:

- Accountable for the delivery of assigned work.
- Accountable for the quality, integrity and validity of advice given.
- Operates with general direction and within a defined framework of accountability, managing personal responsibilities and planning work autonomously.
- Sets priorities and makes decisions independently, aligned with role objectives.
- Seeks advice and escalates sensitive or complex issues to the Senior ICT Manager for resolution and guidance.

Reporting line

Senior Manager ICT Solutions

Direct reports

Nil

Key knowledge and experience

- Substantial experience in business analysis or a related field.
- Demonstrated experience with data analysis tools such as Excel, SQL, BI tools or similar and strong analytical and problem-solving skills.
- Experience in process modelling and improvement methodologies.

Essential requirements

- Bachelor's degree in Business Administration, Information Systems, Computer Science, Project Management, or related discipline, and/or equivalent experience
- Current NSW driver's license and willingness and ability to travel.

Budget/Expenditure

Nil

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.


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
	Act with Integrity Be ethical and professional, and uphold and promote the public sector values	<ul style="list-style-type: none">• Represent the organisation in an honest, ethical and professional way and encourage others to do so• Act professionally and support a culture of integrity• Identify and explain ethical issues and set an example for others to follow• Ensure that others are aware of and understand the legislation and policy framework within which they operate• Act to prevent and report misconduct and illegal and inappropriate behaviour	Adept

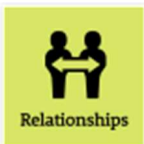


Commit to Customer Service

Provide customer-focused services in line with public sector and organisational objectives

Advanced

- Promote a customer-focused culture in the organisation and consider new ways of working to improve customer experience
- Ensure systems are in place to capture customer service insights to improve services
- Initiate and develop partnerships with customers to define and evaluate service performance outcomes
- Promote and manage alliances within the organisation and across the public, private and community sectors
- Liaise with senior stakeholders on key issues and provide expert and influential advice
- Identify and incorporate the interests and needs of customers in business process design and encourage new ideas and innovative approaches
- Ensure that the organisation's systems, processes, policies and programs respond to customer needs

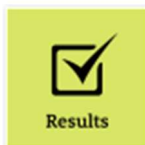


Work Collaboratively

Collaborate with others and value their contribution

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- 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
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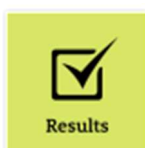


Deliver Results

Achieve results through the efficient use of resources and a commitment to quality outcomes

- Use own and others' expertise to achieve outcomes, and take responsibility for delivering intended outcomes
- Make sure staff understand expected goals and acknowledge staff success in achieving these
- Identify resource needs and ensure goals are achieved within set budgets and deadlines
- Use business data to evaluate outcomes and inform continuous improvement
- Identify priorities that need to change and ensure the allocation of resources meets new business needs
- Ensure that the financial implications of changed priorities are explicit and budgeted for

Adept



Think and Solve Problems

Think, analyse and consider the broader context to develop practical solutions

- Research and apply critical-thinking techniques in analysing information, identify interrelationships and make recommendations based on relevant evidence
- Anticipate, identify and address issues and potential problems that may have an impact on organisational objectives and the user experience
- Apply creative-thinking techniques to generate new ideas and options to address issues and improve the user experience
- Seek contributions and ideas from people with diverse backgrounds and experience
- Participate in and contribute to team or unit initiatives to resolve common issues or barriers to effectiveness
- Identify and share business process improvements to enhance effectiveness

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Technology

Understand and use available technologies to maximise efficiencies and effectiveness

- Demonstrate a sound understanding of technology relevant to the work unit, and identify and select the most appropriate technology for assigned tasks
- Use available technology to improve individual performance and effectiveness
- Make effective use of records, information and knowledge management functions and systems
- Support the implementation of systems improvement initiatives, and the introduction and roll-out of new technologies

Intermediate









Project Management




Understand and apply effective planning, coordination and control methods

- Prepare and review project scope and business cases for projects with multiple interdependencies
- Access key subject-matter experts' knowledge to inform project plans and directions
- Design and implement effective stakeholder engagement and communications strategies for all project stages
- Monitor project completion and implement effective and rigorous project evaluation methodologies to inform future planning
- Develop effective strategies to remedy variances from project plans and minimise impact
- Manage transitions between project stages and ensure that changes are consistent with organisational goals
- Participate in governance processes such as project steering groups

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.

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	Intermediate
 Personal Attributes	Manage Self	Show drive and motivation, an ability to self-reflect and a commitment to learning	Intermediate
 Personal Attributes	Value Diversity and Inclusion	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
 Relationships	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Intermediate
 Results	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Adept

	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Intermediate
	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Intermediate
	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Intermediate