Role Description
Principal Business Analyst

NSW GOVERNMENT | Education

Cluster	Education
Division/Branch/Unit	Information Technology Directorate
Location	Australian Technology Park, Sydney
Classification/Grade/Band	Clerk Grade 11/12
Kind of Employment	Ongoing
Role Number	ES 198998, 198999 PPS 199000, 199001, 199003, 199690
ANZSCO Code	224712
PCAT Code	1226164
Date of Approval	March 2020
Agency website	www.dec.nsw.gov.au

Department of Education

The NSW Department of Education provides, funds and regulates education services for NSW students from early childhood to secondary school, delivering world-class education through its public schools and providing funding support to non-government schools. We employ, develop and support teachers, leaders and other staff to deliver the best outcomes for students and to advance the wellbeing of Aboriginal people.

Primary purpose of the role

The Principal Business Analyst leads the review and analysis of the Department's ICT business intentions, services, processes and information needs to identify changes that lead to business improvements. The role contributes technical and thought leadership to the development, implementation, acquisition, integration and ongoing support of systems and tools to meet end user requirements. The role contributes to a high performance team environment, provides excellent customer service and enables continual service improvement practices.

Key accountabilities

- Develop business requirements and scope process/systems change proposals and statements to support the Department's business technologies, systems and tools; ensure compliance with the Department's approved project management standards, methodologies, tools and/or systems
- Oversee and/or prepare thorough analysis and documentation of business processes, work flow and requirements for new systems and tools and/or changes or enhancements to existing systems and tools
- Develop and document business cases for proposed new and/or enhanced technologies, systems and tools that cross organisational boundaries, taking into account legal requirements, Departmental policy, and accepted best business practice
- Contribute technical and though leadership to assist other IT Directorate teams to document business processes and procedures; participate in cross-team business process improvement processes to ensure business applications are integrated and maximise the use of existing information, infrastructure and architecture

- Prepare test plans and support documentation for systems and tools; lead planning workshops and project teams to capture and define user requirements and data / information specifications
- Contribute to planning processes to ensure timeframes for development, implementation and support take account of user needs and constraints; ensure all change management issues are thoroughly researched and resolved prior to implementation
- Prepare and deliver presentations and briefings as required; provide management with status of projects and other project related issues as required
- Draft and/or supervise the preparation of timely, succinct and reports and briefings for the role supervisor, Group Director and other senior managers as appropriate; ensure accurate records are maintained, and that responses to correspondence are timely and consistent with Departmental protocols.

Key challenges

- Understanding end user requirements to ensure the development and implementation of effective technologies, systems and tools that enhance the Department's ICT activities
- Ensuring business intelligence solutions are relevant, usable, scalable and accessible given the complexities of the Department's operating and ICT environments.
- Keeping abreast of new technologies, methodologies and approaches.

Key relationships

Who	Why
Internal	
Director Programs & Project Services	- Discuss business objectives, priorities, current projects and issues arising - Provide specialist advice regarding current / proposed projects; inform decision-making and challenge current thinking as appropriate
Work team	- Build and maintain strong working relationships to communicate user requirements and deliver quality outputs - Share information; provide specialist advice, analysis and support to facilitate the documentation of business processes, workflows, business cases, etc.
Other ICT teams	- Build and maintain strong working relationships to effectively refer and/or escalate emerging issues - Share information and/or subject matter expertise as required
Departmental managers and staff	- Establish and maintain strong working relationships to understand and accurately document end user requirements - Provide specialist advice, analysis and support to enable the documentation of business processes and workflows
External	
Other agencies, learning networks and/or communities of practice	- Build and maintain strong networks to appropriately share information regarding good practice and emerging methodologies

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Role dimensions

Decision making

The Principal Business Analyst:
- Develops and delivers business specifications within a broad framework agreed with the role supervisor
- Exercises judgement and initiative in prioritising and resolving day-to-day issues in accordance with Departmental and IT Directorate policies, procedures and operational guidelines
- Contributes to planning /decision-making regarding new and enhanced systems; displays high level analytical skills to accurately and clearly document business processes and workflows
- Shares accountability for the quality and accuracy of outputs, analysis, briefings and advice provided
- Escalates urgent, complex and/or significant issues to the roles supervisor, including those that may substantially affect resourcing, impact budget or disrupt service delivery.

Reporting line

The Principal Business Analyst reports to the Director Programs & Project Services.

Direct reports

Nil

Budget/Expenditure

In accordance with Departmental delegations.

Essential requirements

- Extensive experience as a business analyst in a large complex IT environment and a proven ability to deliver complex user specifications and/or detailed business requirements.
- Proven understanding of project and systems development lifecycles and project management methodologies (e.g. PRINCE 2).
- Knowledge of and commitment to the Department's Aboriginal education policies.

Capabilities for the role

The NSW Public Sector Capability Framework applies to all NSW public sector employees. The Capability Framework is available at www.psc.nsw.gov.au/capabilityframework

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

Capability summary

Below is the full list of capabilities and the level required for this role. The capabilities in bold are the focus capabilities for this role. Refer to the next section for further information about the focus capabilities.

NSW Public Sector Capability Framework		
Capability Group	**Capability Name**	**Level**
Personal Attributes	Display Resilience and Courage	Adept
	Act with Integrity	Adept
	Manage Self	**Adept**
	Value Diversity	Intermediate
Relationships	**Communicate Effectively**	**Advanced**
	Commit to Customer Service	Adept
	Work Collaboratively	Adept
	Influence and Negotiate	Adept
Results	Deliver Results	Advanced
	Plan and Prioritise	**Advanced**
	Think and Solve Problems	**Advanced**
	Demonstrate Accountability	Intermediate
Business Enablers	Finance	Intermediate
	Technology	**Advanced**
	Procurement and Contract Management	Intermediate
	Project Management	Intermediate

Occupation / profession specific capabilities		
Capability Set	**Category, Sub-category and Skill**	**Level and Code**
SFIA6 READY	Strategy and Architecture – Advice and Guidance – Consultancy	Level 5 - CNSL
	Strategy and Architecture – Business Strategy and Planning – Business Process Improvement	**Level 5 - BPRE**
	Change and Transformation – Business Change Management – Business Analysis	**Level 5 - BUAN**
	Change and Transformation – Business Change Management – Requirements Definition and Management	**Level 5 - REQM**

Focus capabilities

The focus capabilities for the role are the capabilities in which occupants must demonstrate immediate competence. The behavioural indicators provide examples of the types of behaviours that would be expected at that level and should be reviewed in conjunction with the role's key accountabilities.

NSW Public Sector Capability Framework		
Group and Capability	**Level**	**Behavioural Indicators**
Personal Attributes Manage Self	Adept	• 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 a high level of personal motivation
Relationships Communicate Effectively	Advanced	• Present with credibility, engage varied audiences and test levels of understanding • Translate technical and complex information concisely for diverse audiences • Create opportunities for others to contribute to discussion and debate • Actively listen and encourage others to contribute inputs • Adjust style and approach to optimise outcomes • Write fluently and persuasively in a range of styles and formats
Results Plan and Prioritise	Advanced	• Understand the links between the business unit, organisation and the whole-of-government agenda • Ensure business plan goals are clear and appropriate including contingency provisions • Monitor progress of initiatives and make necessary adjustments • Anticipate and assess the impact of changes, such as government policy/economic conditions, to business plans and initiatives, and respond appropriately • Consider the implications of a wide range of complex issues, and shift business priorities when necessary • Undertake planning to transition the organisation through change initiatives and evaluate progress and outcome to inform future planning
Results Think and Solve Problems	Advanced	• Undertake objective, critical analysis to draw accurate conclusions that recognise and manage contextual issues • Work through issues, weigh up alternatives and identify the most effective solutions • Take account of the wider business context when considering options to resolve issues • Explore a range of possibilities and creative alternatives to contribute to systems, process and business improvements • Implement systems and processes that underpin high quality research and analysis

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NSW Public Sector Capability Framework		
Group and Capability	**Level**	**Behavioural Indicators**
Business Enablers Technology	Advanced	• Show commitment to the use of existing and deployment of appropriate new technologies in the workplace • Implement appropriate controls to ensure compliance with information and communications security and use policies • Maintain a level of currency regarding emerging technologies and how they might be applied to support business outcomes • Seek advice from appropriate technical experts to leverage information, communication and other technologies to achieve business outcomes • Implement and monitor appropriate records, information and knowledge management systems protocols, and policies

Occupation specific capability set (Skills Framework for the Information Age – SFIA)		
Category, Sub-category	**Level and Code**	**Skill and Level Description**
Strategy and Architecture Business Strategy and Planning	Level 5 BPRE	**BUSINESS PROCESS IMPROVEMENT (BPRE)** – Analyses business processes; identifies alternative solutions, assesses feasibility, and recommends new approaches. Contributes to evaluating the factors which must be addressed in the change programme. Helps establish requirements for the implementation of changes in the business process.
Change and Transformation Business Change Management	Level 5 BUAN	**BUSINESS ANALYSIS (BUAN)** – Takes responsibility for investigative work to determine business requirements and specify effective business processes, through improvements in information systems, information management, practices, procedures, and organisation change. Applies and monitors the use of modelling and analysis tools, methods and standards, giving special consideration to business perspectives. Collaborates with stakeholders at all levels, in the conduct of investigations for strategy studies, business requirements specifications and feasibility studies. Prepares business cases which define potential benefits, options for achieving these benefits through development of new or changed processes, and associated business risks.
Change and Transformation Business Change Management	Level 5 REQM	**REQUIREMENTS DEFINITION AND MANAGEMENT (REQM)** – Facilitates scoping and business priority setting for large or complex changes, engaging senior stakeholders as required. Selects the most appropriate means of representing business requirements in the context of a specific change initiative. Drives the requirements elicitation process where necessary, identifying what stakeholder input is required. Obtains formal agreement from a large and diverse range of potentially senior stakeholders and recipients to the scope and requirements, plus the establishment of a base-line on which delivery of a solution can commence. Takes responsibility for the investigation and application of changes to programme scope. Identifies the impact on business requirements of external impacts affecting a programme or project.

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