

Position description

Greater together 

Position title:	Business Analyst, ARDC
Institute/School/Centre/ Directorate/VCO:	Centre for eResearch and Digital Innovation (CeRDI)
Campus:	Mt Helen Campus
Classification:	HEW 8
Time fraction:	Full-time
Employment mode:	Fixed-term employment
Reason for fixed term:	Specific task or project
Probation period:	This appointment is offered subject to the successful completion of a probationary period.
Further information from:	Distinguished Professor Helen Thompson Director, Centre for eResearch and Digital Innovation Telephone: 0417 059 659 Email: h.thompson@federation.edu.au
Recruitment number:	JR101349

Position summary

The Australian Research Data Commons (ARDC) has extensive experience in co-designing and delivering national digital research infrastructure programs, with data and infrastructure expertise.

The Business Analyst role resides in the ARDC Services Business Unit contributing to the development and operations of web-based national services and infrastructure, supporting research data discovery, connection, publishing, sharing, and reuse.

Working in an iterative delivery environment, the Business Analyst is responsible for the effective elicitation, analysis, communication and validation of requirements to support the ongoing development and enhancement of these national research services. The role ensures alignment with product roadmaps and provides informed advice on emerging technology opportunities and their implications, supporting service direction, prioritisation and longer-term planning and challenges to support effective decision making.

The Business Analyst will lead and undertake business analysis activities supporting new service establishment, and contribute to service improvement initiatives within ARDC's Services Business Unit. The role requires the ability to operate with an understanding of strategic priorities and their impact on service delivery and outcomes while maintaining strong attention to detail.

The position will develop and maintain key relationships with stakeholders including ARDC Executive, program managers, external partners across diverse sectors, IT staff, service owners and vendors. A highly collaborative approach is essential to engage stakeholders, support the development of shared understanding across user groups, technical teams and leadership and ensure requirements are effectively communicated, developed, tested and deployed.

The role operates within a nationally significant services environment, contributing business analysis expertise to support service development and continuous improvement activities, including contributing to alignment of requirements and approaches across multiple service initiatives.

Portfolio

The Australian Research Data Commons (ARDC) is Australia's peak infrastructure for research data. Funded by the Australian Commonwealth Government through the National Collaborative Research Infrastructure Strategy (NCRIS). At the ARDC, we're accelerating Australian research and innovation by driving excellence in the creation, analysis and retention of high-quality data assets. We partner with the research community and industry to build leading-edge digital research infrastructure.

The ARDC strategy puts the researcher at the centre. Our purpose is to provide Australian researchers with competitive advantage through data. This is reflected in the matrix structure of the organisation, which groups staff into Business Units (Outreach, National Coordination, Services and Operations), and Strategic Pillars.

The ARDC is committed to diversity, equity and inclusion in the workplace. The ARDC seeks to foster an organisational culture that understands the value of individual differences and embraces and promotes treating all people with respect, dignity and equity. This is supported by the ARDC's organisational values: Ambition, Focus, Collaboration, Flexibility, Transparency.

The Centre for eResearch and Digital Innovation (CeRDI) at Federation University Australia, located at the Ballarat Technology Park, Mt Helen is a national and international leader in data interoperability, data federation, spatial mapping and digital transformation. CeRDI applies advanced eResearch methodologies to drive practice change through partnerships with industry, government and academia, and has an established reputation for delivering innovative digital solutions that support research and community outcomes.

Background

At Federation University, we are driven to make a real difference to the lives of every student, and to the communities we serve.

We are one of Australia's oldest universities, known today for our modern approach to teaching and learning. For 150 years, we have been reaching out to new communities, steadily building a generation of independent thinkers united in the knowledge that they are greater together.

Across our University and TAFE campuses in Ballarat, Berwick, Gippsland, and the Wimmera, we deliver world-class education and facilities. With the largest network of campuses across Victoria, we are uniquely positioned to provide pathways from vocational education and skills training at Federation TAFE through to higher education.

To be successful at Federation University you must be willing to enthusiastically embrace the University's ambition as expressed in Federation University's 2040 Strategic Plan and share the University's values of:

INCLUSION, we champion access and equity for all, creating a welcoming, supportive environment for our diverse learners and staff.

INNOVATION, we innovate to transform, embracing new ideas in teaching, research and operations to continually improve and stay ahead.

EXCELLENCE, we strive for excellence in all that we do, holding ourselves to high standards of quality, integrity and impact.

EMPOWERMENT, we support and trust our people, empowering learners, staff and partners to contribute, lead and succeed.

COLLABORATION, we are stronger together; teamwork and strong partnerships are at the heart of how we operate.

Key responsibilities

1. Engage with key stakeholders and developers to elicit, document, and communicate their product and service needs.

2. Apply iterative methodologies to plan, document, and deliver appropriate levels of analysis, effectively scoping solutions and meeting business requirements, aligning outcomes with ARDC's strategic objectives.
3. Lead agile ceremonies, including sprint planning, stand-ups, and retrospectives, to support team collaboration, continuous improvement, and alignment with DevOps practices and delivery outcomes.
4. Ensure business analysis activities support consistent, scalable and sustainable service solutions contributing to the delivery of program outcomes.
5. Ensure consistency and alignment in business analysis practices, requirements and delivery approaches across services.
6. Ensure deliverables are produced and delivered on time and in accordance with defined frameworks or standards.
7. Ensure continuous improvement considering stakeholder feedback and in the development process, and leveraging metrics and KPIs to drive quality output and service enhancements.
8. Develop and submit project progress documentation, effort estimation of analysis activities and resource requirements, providing use cases and user documentation.
9. Research and analyse future technology challenges and opportunities, maintaining awareness of sector and technology developments, and incorporating these insights into requirements, solution design, and stakeholder advice ensuring sustainable and future-ready outcomes, identify improvements and recommend solutions.
10. Collaborate and develop training materials, facilitating workshops and software demonstrations with a range of key stakeholders.
11. Conduct testing with key stakeholders, rating and prioritising defects ensuring business requirements and quality standards are met.
12. Reflect and embed the University's strategic plan, and operational purpose, priorities, and goals.
13. Embed effective risk management practices to ensure continuous service delivery. Participate in training and exercises to remain prepared for potential disruptions.
14. Undertaking the responsibilities of the position adhering to:
 - the Staff Code of Conduct, Child Safe Code of Conduct, and Conflict of Interest Policy and Procedure;
 - Equal Opportunity and anti-discrimination legislation and requirements;
 - the requirements for the inclusion of people with disabilities in work and study;
 - Occupational Health and Safety (OHS) legislation and requirements; and
 - Public Records Office of Victoria (PROV) legislation.

Level of supervision and responsibility

The Business Analyst works under the broad direction of CeRDI Director with a degree of autonomy, delivering high-quality business analysis outcomes through the ARDC's Services Business Unit and playing a key role shaping service delivery by influencing scope, requirements, and solution direction across assigned and related service areas.

Position and organisational relationships

The Business Analyst sits within CeRDI and the ARDC's Services Business Unit, working across Business Units and Strategic Pillars to support nationally significant, web-based research services.

Reporting to the CeRDI Director and ARDC Nectar User Support Manager, the role maintains extensive working relationships with ARDC Executive, program and service owners, DevOps and technical teams, IT staff, and colleagues across Outreach, National Coordination, and Operations, working closely with external stakeholders acting as a key conduit between users, technical teams, and leadership, ensuring strategic priorities are translated into deliverable outcomes.

Through these relationships, the role contributes to alignment of priorities and delivery approaches across services and stakeholder groups.

Key selection criteria

Applicants must demonstrate they are able to undertake the inherent responsibilities of the position as contained in the position description and are able to meet the following key selection criteria:

Training and qualifications

1. Completion of:
 - postgraduate qualifications or progress towards postgraduate qualifications and extensive relevant experience; or
 - extensive experience and management expertise; or
 - an equivalent combination of relevant experience and/or education/training.
2. Hold a valid Employer Working with Children Check (WWCC) or hold a current registration with the Victorian Institute of Teaching (VIT).

Experience, knowledge and attributes

3. Demonstrated understanding of research context and the role of web-based services in transforming and accelerating research in Australia will be highly regarded, along with a demonstrable curiosity and understanding in emerging technology trends and their applicability to the Australian research sector.
4. Demonstrated expertise in developing detailed requirements specifications, conducting testing, and creating end-user documentation, along with a strong grasp of delivering technical services.
5. A demonstrated high-level understanding of equal opportunity principles and a commitment to the application of EO policies in the university sector context.
6. Demonstrated skills and experience in Agile/iterative methodologies, managing competing priorities to meet critical deadlines, while coaching and supporting other team members through projects. Experience in Agile coaching or Scrum Master, along with demonstrated technical expertise in Jira and Confluence, is strongly preferred.
7. Extensive experience working closely with technical teams and web application developers across the entire Software Development Life Cycle (SDLC) to deliver effective and timely outcomes.
8. Demonstrated familiarity with AI/ML technologies and data-driven approaches, coupled with an interest in emerging trends and their impact on higher education and research.
9. Demonstrated ability to engage stakeholders to identify practical use cases, implications, and risks, and translate insights into opportunities for projects, services, and continuous improvement, including consideration of ethical, governance, and data factors.
10. Demonstrated high-level interpersonal, oral, and written communication skills to cultivate and maintain strong working partnerships with a diverse range of stakeholder groups, an ability to write technical documentation and reports for a variety of audiences and develop and deliver training and workshops.
11. Demonstrated ability to successfully work within a diverse team, fostering a service-oriented culture, and building effective skill sets and expertise within the team.
12. A demonstrated high level of understanding of equal opportunity principles and policies and a commitment to the application of EO policies in a university context.
13. Demonstrated working knowledge and application of the Child Safety Standards.
14. Demonstrated knowledge and application of appropriate behaviours when engaging with children, including children with a disability and from culturally and/or linguistically diverse backgrounds.

The University reserves the right to invite applications and to make no appointment.

It is not the intention of the position description to limit the scope or accountabilities of the position but to highlight the most important aspects of the position. The aspects mentioned above may be altered in accordance with the changing requirements of the role.