

## Business Analyst

Hays Projects & Change Management • Townsville QLD



Base pay

\$90,000 - \$100,000



Work type

Full Time



Contract type

Permanent

### Perks

CHILDCARE

### Skills

TECHNICAL REQUIREMENTS

### Full job description

#### Your new company

A leading higher education organisation in Townsville is seeking a Business Analyst (with a focus on service improvement) to work within a dedicated team aimed at changing the way multiple departments in this organisation works!

#### Your new role

The team this role sits within was created to look at specialised business units within this organisation across the HR, IT, Payroll, Marketing, admissions and Health and Safety (among other) domains to create strategies aimed at improving, streamlining and modernising how these SBU's operate both internally (from a practice perspective) and externally (when interacting with customers also known as Customer Experience [CX]).

This team is comprised of multi-disciplinary project, change and business managers, analysts and officers who work across these multiple SBU's to analyse, change and improve the processes and systems used by the many stakeholders who both work and interact with these units.

As for your duties, you will be charged with organising and running workshops to interact with stakeholders of all levels to gain vital information (requirements) which you will use to create user stories and process workflows that informed decisions (on relevant changes) are based upon.

#### What you'll need to succeed

To be effective within this role you will need to be able to/possess:

### Job details



Date posted

21 Oct 2021



Expired On

13 Jan 2022



Category

Science, Technology & Environment



Occupation

Business/Systems Analysts



Base pay

\$90,000 - \$100,000



Contract type

Permanent



Work type

Full Time



Job mode

Standard hours



Work Authorisation

AUSTRALIAN CITIZEN / PERMANENT RESIDENT

- Clear and perfect communication skills (both spoken and written)
- Work with individuals across all levels of an organisation
- Experience within the process/service improvement space (this is essential)
- The ability to run stakeholder workshops
- Gather and translate technical and non-technical requirements
- Transform requirements to user stories/workflows
- Challenge and change rules that exist within an established institution
- To be able to present past service improvements you have led/worked on to demonstrate your skills and knowledge during interview

**What you'll get in return**

You will be offered a fixed term contract until 31/12/2022 paying up to \$95,214 (increased to \$97,118.00 in December) + 17% super with 5 weeks annual leave and multiple amenities onsite including medical, gym, cafes and childcare facilities for a leading higher education organisation in Townsville.

**What you need to do now**

If you are interested in this role, click 'apply now' or email an up to date resume to [Toby.Applegate@Hays.com.au](mailto:Toby.Applegate@Hays.com.au). If this role isn't quite right for you but you are looking for a new position please do not hesitate to get in touch.

**LHS 297508 #2569852**