

Business Analyst

Green Light PS Pty Ltd • Barton ACT 2600



Base pay

\$208,000 - \$221,000



Work type

Full Time



Contract type

Contract

Job details



Date posted

18 Jun 2021



Expired On

18 Jul 2021



Category

Information Technology



Occupation

Business/Systems Analysts



Base pay

\$208,000 - \$221,000



Contract type

Contract



Work type

Full Time



Job mode

Standard/Business hours



Work Authorisation

AUSTRALIAN CITIZEN / PERMANENT RESIDENT

Skills

ITIL

BUSINESS REQUIREMENTS

CONTINUOUS IMPROVEMENT

CUSTOMER ENGAGEMENT

DISASTER RECOVERY

IT INFRASTRUCTURE

SYSTEMS INTEGRATION

TELECOMMUNICATIONS

UAT

USE CASE

USER ACCEPTANCE

VOICE NETWORKS

WORKFLOW

Full job description

Green Light Australia require a **Technical Business Analyst** to join our Canberra delivery team and help determine customer requirements and communicate them effectively to all stakeholders involved. The Technical Business Analyst reviews and analyses the organisations' business intentions, services, processes and information needs to identify changes that lead to business improvements.

Key to success in this position will be previous experience working within infrastructure environment participating in a wide scale implementation and

overall delivery.

Responsibilities:

- Support the delivery of networks, security infrastructure and in line devices.
- Lead requirements gathering with a wide range of customers from across the business to understand the security needs.
- Work with user groups to gather and analyse end user requirements, conduct workshops and interviews.
- Analysing workflow to create process maps, use case and isolate areas of potential improvement and modelling.
- Developing functional specification and solution design artefacts coordinating user acceptance testing (UAT) and testing of application platforms.

- Conduct workshops to elicit technical (and business) requirements.
- Demonstrate the preparation of clear logical and physical diagrams of the infrastructure supporting applications.
- Monitor and maintain the risk and security integrity of the infrastructure platform
- Maintain Disaster Recovery (DR) day-to-day processes and documentation for the end-to-end solution.
- Provides domain expertise for delivery of infrastructure and applications projects, including defining detail of complex changes.

- Focus on customer engagement, satisfaction and continuous improvement to deliver operational excellence in management of IT infrastructure.

Requirements:

- Minimum 3+ years' experience as a Technical Business Analyst.
- Excellent knowledge of data networks, telecommunications and voice networks, security infrastructure and in line devices.

- Good level of practical experience and knowledge of Service Management methodologies (ITIL)

Green Light is one of Australia's most successful and fastest growing IT services businesses. We offer a wide range of IT services in Security, infrastructure and Systems Integration to a diverse customer base throughout Australia, New Zealand, SE Asia and Europe.