

POSITION DESCRIPTION

Position title:	IT Business Analyst
Location:	Geelong
Reports to:	Head of Strategy & Service Portfolio Management
Entities:	GMHBA (All brands),
Organisational level:	Technical Specialist
Reports:	0

Job Purpose:

To support business strategy and deliver value by engaging and aligning GMHBA's Shared Services priorities and requirements to IT architectural and service delivery solutions.

Accountabilities:

Planning and Implementation

- Contribute to delivery of aspects of the GMHBA's business plan objectives and key results (OKRs) through planning own work and timely attendance to all delegated tasks and functions
- As part of the ITSG Strategy and Service Portfolio Management team, assist with technology architectural and service portfolio strategy activity which supports a high performing function in GMHBA
- Contribute to preparing our technical environment for transformation and speed of execution via our operating model and enabling business ambitions with technology
- Facilitate cross-functional demand planning to ensure alignment between ITSG activity and business delivery capacity against business prioritisation
- Consider problems or issues that may arise and use lateral thinking to resolve or recommend solutions.
- Actively participate in all business activities such as team meetings, training and development opportunities, information sessions and committee meetings
- Collaborate and seek input from team members, specialist functions and others as required, to maximise performance outcomes
- Assist with the co-ordination of solution implementation activities including the transition to Service Delivery
- Bring to the attention of your team leader/manager risks and issues that may need to be escalated from time to time

Requirements & Systems Analysis

- Create, analyse and validate current and future core system requirements, user stories and acceptance criteria to support fit-for-purpose new health insurance (PHI) system capabilities.
- Facilitate design thinking sessions with relevant stakeholders and aid in defining optimal solutions to meet requirements

Deliver elements of the solution design including information flow, business rules, wireframes, process maps or systems documentation



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Continuous Improvement

- Proactively identify and assist in the implementation of improved processes and methods of engaging with stakeholders to support ITSG Strategy and Service Portfolio Management.
- Foster a culture of innovation amongst the ITSG team to challenge the status quo and look for continuous improvement opportunities to our methods of working
- Advocate awareness and demonstrate value to business stakeholders where opportunities for improvement to the way GMHBA use IT solutions are identified

Regulatory & Reporting

- Ensure compliance with the Company's Delegated Authorities, Business Plan, Policies and Standards
- Support company audit processes and make recommendations as required
- Keep up to date with regulatory trends and changes and actively participate in training and update type activities
- Prepare information and reports for management as required.

Stakeholders & Advice

- Provide advice, share knowledge and identified solutions/wins with others to facilitate strong team performance
- Foster and maintain positive and constructive relationships with internal and external stakeholders
- Support multiple stakeholder groups simultaneously by helping to elicit shared requirements and manage competing needs
- Ensure visibility of progress and prioritisation of relevant ITSG deliverables back to key stakeholders, teams and forums
- Develop a robust understanding of relevant GMHBA functions in accordance with assigned initiatives
- Maintain currency of industry and IT solution trends and changes through relevant research or forum participation
- Assist other ITSG teams with their stakeholder management such as helping shape messages, communication facilitation and advice

Other

- Uphold the company values, culture and performance standards
- Participate in the roll-out of business change programs designed to strengthen GMHBA's performance
- Embrace the mindset and actively contribute towards embedding the GMHBA Way including working in an Agile environment.
- It is not the intention of this position description to limit the scope or accountabilities of the position but to highlight the most important aspects of the position.
- The accountabilities described within may be altered in accordance with the changing requirements of the role.



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Key Relationships:

Internal:

- IT Services Group
- Business Intelligence Manager
- Provider Management Team
- Benefits Management Team
- Audit Team
- Process Delivery and Continuous Improvement
- P&C Team
- Health Services team
- Digital Team

External:

- Suppliers
- External consultants

Skills, Experience and Qualifications:

Mandatory

- Bachelor's Degree or equivalent (IT discipline) and/or minimum 3 years working in business analysis or technical delivery roles
- Strong analytical skills, with capabilities to elicit and define business requirements and map them to technology deliverables
- Customer-oriented approach with demonstrated ability to form productive relationships
- Strong communication skills including written, verbal and interpersonal
- Experience developing business process models and dataflow diagrams
- Ability to work independently and with others
- Strong time-management skills

Highly desirable

- Business Analyst training (such as IIBA certification)
- Experience working in financial services industry and/or Private Health Insurance industry
- Experience working in an Agile delivery environment and leading cross functional teams as Scrum Master
- Experience in workshop facilitation



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