



Job Description Form

Senior Business Analyst

Position Number:	18093	Portfolio:	Strategy and Performance
Classification:	Level 6	Reports to:	Business Engagement Manager, L7
Location:	Joondalup	Direct Reports:	Nil

Description

The Senior Business Analyst bridges the gap between business needs and technical solutions. The role includes collaborating with stakeholders and subject matter experts to gather and prioritise business requirements, analyse business processes and data, and identify opportunities for improvement, leveraging a range of business analysis tools and techniques and enabling technologies. They support project management activities, facilitate effective communication between business units and IT teams, and contribute to the successful design and implementation of IT systems and technologies.

The Business Engagement Team within the Information Services Directorate is responsible for overseeing business demand for ICT services and managing a portfolio of digital initiatives from concept to resolution. They work in partnership with the business and Information Services teams to facilitate innovative digital solutions which meet customer needs, deliver maximum value and align to DWER's strategic priorities and Digital Strategy.

Responsibilities

In context of above description, the role:

Business Situation Analysis (BUSA)

- Investigates business situations to define recommendations for improvement.
- Plans, manages and investigates business situation analysis especially where there is ambiguity and complexity.
- Ensures a holistic view is adopted to identify and analyse wide-ranging problems and opportunities.
- Engages and collaborates with a wide range of stakeholders at all levels and conducts stakeholder analysis.
- Gains agreement from stakeholders to conclusions and recommendations.
- Contributes to definition of Information Services standards and guidelines for business situation analysis.

Requirements Definition and Management (REQM)

- Manages requirements through the entire delivery lifecycle
- Selects, adopts and adapts appropriate requirements definition and management methods, tools and techniques.
- Drives requirements definition activities, working collaboratively with stakeholders to elicit, document, prioritise and validate functional and non-functional requirements, user stories and acceptance criteria.

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- Maintain traceability matrices to ensure all requirements and changes are tracked and managed throughout the project lifecycle.
- Contributes to the development of Information Services methods and standards for requirements management.
- Obtains input and agreement to requirements from a diverse range of stakeholders.
- Negotiates with stakeholders to manage competing priorities and conflicts.

Business Process Improvement (BPRE)

- Creates new and potentially disruptive approaches to performing business activities.
- Analyses and designs business processes to identify alternative solutions to improve efficiency and exploit new technologies and automation.
- Develops graphical models of business processes to facilitate understanding and decision making, e.g. business process models, process maps, workflow diagrams.
- Recommends implementation approaches for process improvement initiatives.

Business modelling (BSMO)

- Creating models of complex or ambiguous business scenarios to provide clarity and support decision-making.
- Selects appropriate techniques and approaches to ensure models capture the necessary business elements.
- Collaboratively validated and refines models with stakeholders, ensuring alignment with business objectives.

Stakeholder Relationship Management (RLMT)

- Systematically analysing, managing and influencing stakeholder relationships to achieve mutually beneficial outcomes through structured engagement.
- Helps develop and enhance customer and stakeholder relationships.
- Implements stakeholder engagement/communications plans.
- Deals with problems and issues, managing resolutions, corrective actions, lessons learned and the collection and dissemination of relevant information.
- Collects and uses feedback from customers and stakeholders to help measure the effectiveness of stakeholder management.

Other

- Undertakes additional duties as required within the skills and scope of the position capabilities and departmental needs.

Our people, our leaders, our values

At DWER, every employee is a leader. To support this, we have established clear [Leadership Expectations](#). For this role, you will be a [Personal Leader](#). Demonstrating the expected behaviours is crucial and aligned with the role's requirements.

Our culture is shaped by our [values](#). All employees are expected to uphold equity, diversity and inclusion, work health and safety, and ethical principles in all aspects of their work. This includes demonstrating cultural responsiveness by valuing diverse perspectives and contributing to culturally safe, inclusive, and trusted services – particularly for Aboriginal people and communities.

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Capabilities

This [Skills Framework for the Information Age \(SFIA\)](#) skills which apply to this position are outlined below. Employees are required to demonstrate competence and development toward these, which along with the work-related requirements form the required capabilities of this position.

Further information about the SFIA skills can be found at [SFIA 9 skills directory A–Z](#)

SFIA Skill Code	SFIA Skill	SFIA Level
Core Skills		
BUSA	Business Situation Analysis	5
REQM	Requirements Definition and Management	5
BPRE	Business Process Improvement	4
BSMO	Business Modelling	4
RLMT	Stakeholder Engagement	4

Work related requirements

Read these requirements in context of the above contents.

Essential

1. You have relevant tertiary qualifications or extensive experience as a Senior Business Analyst or in a similar ICT role, applying business analysis principles and managing end to-end requirements. Your practical knowledge of Agile delivery techniques enables you to support iterative development and drive successful business outcomes (You deliver on high leverage areas).
2. You have strong conceptual, analytical, and problem-solving skills, allowing you to take a logical and structured approach to identifying business issues, challenges, and opportunities. You apply innovative thinking and enabling technologies to develop solutions that improve business outcomes (You think through complexity).
3. You have exceptional oral communication and interpersonal skills, demonstrated through your ability to build and maintain collaborative relationships with cross-functional business and ICT teams. You set clear expectations, effectively negotiate with stakeholders at all levels to achieve alignment, and confidently facilitate workshops and meetings that drive meaningful outcomes (You lead collectively).
4. You have excellent written communication skills and strong attention to detail, enabling you to clearly translate business needs into functional and non-functional requirements. You communicate complex or technical concepts in a way that is accessible to stakeholders, document processes and workflows, write user stories and acceptance criteria, and succinctly present options and recommendations (You dynamically sense the environment).

Desirable

5. You have experience in business analysis for Dynamics and Power Platform, enabling you to assess business needs, define requirements, and support the design and implementation of effective solutions. Your expertise allows you to optimise workflows, enhance user adoption, and drive business improvements through Microsoft technologies.

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6. You have a strong understanding of change management and user-centred design frameworks and principles, applying them to ensure smooth transitions and successful system adoption. You work closely with stakeholders to align technology solutions with user needs, facilitating engagement and minimising resistance to change.

Special requirements

The department will conduct a national police check before offering employment.