**Position Description**



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| **Position Title** | Functional Analyst |
| **Group/Portfolio** | Digital Solutions |
| **Classification** | HEW 5 |
| **Position Number** | 00062951 |
| **Reports To** | Product Manager - Learning & Teaching Solutions |
| **Employment Type** | Fixed Term |

# Position Purpose

Digital Solutions is a value-driven strategic IT partner focused on delivering leading digital experiences for our Students, Colleagues and Community. We work within a contemporary operating model and are modernising our technologies and ways of working to create value and build a digital future for Griffith.

The Functional Analyst is responsible for the functional administration, support and development of assigned IT platforms. They perform business process and systems analysis to specify requirements for platform changes and enhancements. They ensure the smooth transition to new systems and associated business processes for the University community. They provide support to investigate and resolve issues / problems, and work to transfer knowledge to colleagues in order to facilitate self-help. They maintain functional documentation, following established guidelines and procedures. They contribute to the ongoing continual improvement of Functional Analysis capability, methods and tools.

This position is fixed term as it is required to work on projects within the Digital Master Plan project which has a specific period of funding.

# Eligibility Requirements

* + The occupant of this position will hold a relevant associate diploma and at least two years' subsequent relevant work experience; or hold relevant tertiary qualifications.

# Key Responsibilities

* + **Methods and tools.** Provides support on the use of existing methods and tools. Configures methods and tools within a known context. Creates and updates the documentation of methods and tools.
  + **Business process testing.** Specifies and develops test scenarios to test that new/updated processes deliver improved ways of working for the end user at the same time as delivering efficiencies and planned business benefits. Records and analyses test results, and reports any unexpected or unsatisfactory outcomes. Uses test plans and outcomes to specify user instructions.
  + **Testing.** Reviews requirements and specifications, and defines test

conditions. Designs test cases and test scripts under own direction, mapping back to pre-determined criteria, recording and reporting outcomes. Analyses and reports test activities and results. Identifies and reports issues and risks associated with own work.

* + **User experience evaluation.** Evaluates design options and prototypes to obtain user feedback on requirements of developing systems, products or services. Tests the usability and accessibility of components and alternative designs. Administers a range of evaluations, recording data and feedback. Analyses evaluation data and recommend actions. Checks systems, products or services for adherence to applicable standards, guidelines, style guides, and legislation. Evaluates the usability of existing or competitor systems to provide benchmark values and as input to design.
  + **Porting/software configuration.** Assists in the configuration of software and equipment and the systems testing of platform-specific versions of one or more software products. Documents faults, implements resolutions and retests to agreed standards.
  + **System software.** Uses system management software and tools to collect agreed performance statistics. Carries out agreed system software maintenance tasks.
  + **Application support.** Identifies and resolves issues with applications, following agreed procedures. Uses application management software and tools to collect agreed performance statistics. Carries out agreed applications maintenance tasks.
  + **Incident management.** Prioritises and diagnoses incidents according to agreed procedures. Investigates causes of incidents and seeks resolution. Escalates unresolved incidents. Facilitates recovery, following resolution of incidents. Documents and closes resolved incidents according to agreed procedures.
  + Support compliance with relevant legislation and University policies and procedures, including equity and health & safety and exhibit good practice in relation to same.
  + Be a leading example of the principles and values embodied in the

University’s Code of Conduct, and behave, act and communicate at all times to reflect fairness, ethics and professionalism.

# Key Capabilities

* + Griffith University identifies the attributes of resilience, flexibility, creativity, digital literacy and entrepreneurship as critical to our graduates’ success, in the rapidly changing future world of work. We have established a Griffith University Capability Development Framework to provide a common language of some of the non-technical organisation skills that will support our staff to thrive now and into the future. The Capability Development Framework will assist you to understand the current skill level of this position in the non-technical but critical skill domains that are increasingly important in a changing workplace context.

To read about some of the non-technical organisation skills for this position,

please see the Leads Self section of our [Capability Development](https://intranet.secure.griffith.edu.au/employment/learning-and-development/specialist-programs/capability-development-framework#framework) [Framework.](https://intranet.secure.griffith.edu.au/employment/learning-and-development/specialist-programs/capability-development-framework#framework)