

POSITION DESCRIPTION

Technical Business Analyst



WESTERN SYDNEY
UNIVERSITY



POSITION DETAILS

Position Title	Technical Business Analyst
Classification	HEW 8
Position Number	7016483
School/Office	Portfolio Management Office
Division	Division of Operations

POSITION PURPOSE

The Technical Business Analyst is responsible for bridging the gap between business needs and technical solutions across projects managed by the Portfolio Management Office (PMO). It enables the delivery of integrated, scalable, and compliant solutions that support institutional priorities across the University.

Operating with autonomy in a complex higher education environment, the role provides authoritative direction on major technical and business analysis approaches, translating strategic intent into enterprise requirements, capability models and solution options. The position advises sponsors, governance forums and program leaders on institution-wide transformation initiatives, working in partnership with architecture, delivery, change and divisional teams.

KEY ACCOUNTABILITIES

- **Establish and deliver technical business analysis activities** across concurrent enterprise projects within the PMO portfolio, ensuring alignment with business requirements.
- **Develop strategies for the continuous monitoring**, evaluation and improvement of all aspects of technical business analysis work.
- **Manage and develop stakeholder relationships** through effective communication, negotiation and issues management to understand business requirements and trends to enable informed technical decisions and service level improvements.
- **Work to deeply understand** the business need, analyse complex requirements and translate them into technical specifications that guide solution design and delivery.
- **Act as the principal authority** on technical business analysis, providing clear, evidence-based advice on complex technical, business and investment issues to executive and non-technical audiences.
- **Direct and guide project managers**, architects, business analysts, vendors and divisional teams to

ensure solutions align with enterprise requirements architecture principles, business capability models, governance standards and University strategic priorities.

- **Evaluate business processes and systems** to identify optimisation opportunities and recommend improvements.
- **Ensure adherence to data governance**, privacy, security and compliance standards in all analysis outputs.
- **Produce high-quality documentation** that supports solution delivery, stakeholder understanding, and change adoption.
- **Support change management planning** and contribute to training and communication strategies for solution rollout.
- **Proactively identify business and technical risks** associated with proposed changes. Develop mitigation strategies and escalate risks and issues appropriately.
- **Provide leadership, coaching and direction** to business analysis practitioners and project teams, promoting consistent application of University-wide technical .business analysis standards, methodologies and assurance expectations.

QUALIFICATIONS, EXPERIENCE AND SKILLS

Essential

- Tertiary qualifications in Business Analysis, Information Systems, or a related discipline, or equivalent extensive experience.
- Demonstrated experience in leading technical business analysis of business needs for complex projects within a federated or multi-sourced environment.
- Experience interpreting and translating analysis results into insightful, clear and succinct technical specifications and requirement documentation with tangible examples of where insights from best-practice analysis methodologies have resulted in value adding business outcomes. Identify opportunities for process improvements and contribute to the enhancement of business and technical practices. This often includes creating requirement documents, use cases, and process models.
- Develop and propose innovative solutions that address business challenges while considering technical constraints.
- Proven ability to engage and influence diverse stakeholders, including senior academic and professional staff.
- Strong analytical and problem-solving skills, with experience in process mapping and solution design.
- Expertise in business process modelling, requirements elicitation, and solution specification.
- Excellent written and documentation skills.
- Excellent verbal and facilitation skills, communication skills, including the ability to present findings and recommendations.
- Experience working in agile and hybrid project environments.
- Participate in testing phases to validate that solutions meet business requirements and solution acceptance criteria with experience in testing tools.
- Strong capability with business analysis and modelling tools (e.g., BPMN, UML, Visio, JIRA, Confluence).
- Experience with data analysis and languages (e.g., SQL, Excel, Python) to support analytical outputs.
- Experience with business intelligence and reporting tools (e.g., Power BI, Tableau or similar) to support analytical outputs.
- Experience with integration concepts, APIs, and system interoperability in enterprise environments.
- Experience with enterprise architecture principles, data governance, and compliance frameworks.

Desirable

- Certification in business analysis (e.g., CBAP, CCBA, IIBA Agile Analysis).
- Certification in agile delivery (e.g., SAFe, Scrum).
- Experience in higher education or public sector environments.

- Knowledge of benefits management practices and frameworks.

KEY RELATIONSHIPS

This position reports to: PMO Program Director

This position supervises: No direct reports, but provides functional direction, practice leadership, coaching and assurance guidance to Business Analysts and project teams across the portfolio

Key internal relationships:

- Divisions and Faculties across the University
- Portfolio Management Office team
- ITDS Project and Delivery Teams

Key external relationships:

- Technology vendors and partners
- Sector forums and working groups

CHALLENGES

- Navigating competing priorities across multiple projects and stakeholder groups with distinct goals and decision-making styles.
- Distilling business needs to identify fit for purpose options.
- Keeping across changing technologies, business processes and industry best practices.
- Ensuring interoperability of solutions across academic, research and professional functions while managing dependencies and avoiding siloed outcomes.
- Operating with agility across diverse domains, adapting quickly to changing requirements and timelines.
- Balancing strategic alignment with operational feasibility in complex project environments.

OCCUPATION SPECIFIC CAPABILITY SET



SFIA Capability	Code	Level	Rationale
Business analysis	BUAN	5	Directs and ensures business analysis across domains, advising on requirements with organisational impact.
Requirements definition & management	REQM	5	Ensures requirements are translated into solution designs and governs their traceability across projects.
Stakeholder relationship management	RLMT	5	Manages and influences stakeholders, ensuring alignment and consensus.
Governance	GOVN	5	Advises on and ensures compliance with governance frameworks across technology domains.
Change implementation planning & management	CIPM	5	Advises on and ensures organisational adoption of solutions through structured change planning.

Enterprise & business architecture	STPL	4	Translate business requirements into technical solution designs
Innovation	INOV	5	Promotes innovative approaches to deliver transformational outcomes.

UNIVERSITY EXPECTATIONS

The University expects that all employees are aware of, and comply with legislation and Western's policies and procedures relevant to the position, including but not limited to:

- Code of Conduct
- Work Health and Safety and Wellbeing Management System
- Enterprise Agreement or Award
- Anti-discrimination principles, Equal Employment Opportunity and staff and student equity.

Approved by: Chief People Officer

Date: August 2026