

## POSITION DESCRIPTION

<b>Position Title:</b>	Digital Technology Business Analyst
<b>Business Unit/Department:</b>	Projects & Change
<b>Division:</b>	Digital Technology Services (DTS)
<b>Award/Agreement:</b>	Health & Allied Services, Managers & Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement
<b>Classification:</b>	Grade 4 – Level 1 to Level 5 (HS4 to HS29)
<b>Reports To:</b>	Senior Manager – Projects & Change
<b>Direct Reports:</b>	N/A
<b>Date Prepared/Updated:</b>	10 March 2026

<p><b>Position Purpose</b></p> <p>The Business Analyst understands the detail that technologists need to consider when implementing new technology solutions, and bridges the gap between business needs and technical solutions by translating business requirements into actionable technical specifications.</p> <p>The Business Analyst brings value to the team by engaging with business users and technologists to enhance shared understanding, reduce the risk of project errors and delays and support the successful implementation of digital solutions. Importantly, the Business Analyst will analyse and document business processes (current and target state) and evaluate processes in light of intended outcomes to ensure alignment with strategic objectives.</p> <p>Critically, the Business Analyst will efficiently and effectively document the requirements as a source of truth for delivery teams. These requirements underpin the development of test cases and acceptance criteria, enabling the business to verify that implemented solutions meet agreed requirements.</p> <p>The Business Analyst will identify common needs across the business and consolidate these as the basis for platform-based solutions, thereby eliminating the proliferation of similar applications with significant functional overlap. Through effective analysis and prioritisation of business initiatives, the Business Analyst optimises the value delivered to the enterprise from digital investment.</p>
<p><b>Business Unit Overview</b></p> <p>Western Health (WH) DTS Division provides innovative, value adding and transformative digital technology solutions to everyday hospital business needs to enable increased productivity and effectiveness for WH staff and patients to ultimately deliver improved patient care.</p> <p>Purpose statement for DTS at WH:</p> <ul style="list-style-type: none"> <li>• Providing responsive operational Service Delivery through proactive and consultative services that are focused on business requirements</li> <li>• Ensuring digital technology as a business enabler by providing a digital environment that supports the business environment and is response to business change</li> </ul>

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- Aligning with business needs, business requirements and stakeholder requirements to deliver enhanced business capabilities
- Provide 24/7 support of ICT infrastructure, software applications, communications (voice, data and wireless) and computing services at Western Health to assure operational continuity

### Key Responsibilities

The Digital Technology Business Analyst is responsible for:

#### Ensuring clear and stable requirements:

- The Business Analyst will facilitate structured requirements discovery and documentation to ensure technologists work from well-defined requirements, reducing rework, unnecessary changes, and project delivery risks.

#### Facilitating efficient stakeholder engagement and decision making:

- The Business Analyst will lead structured stakeholder discussions, capture key decisions, track open issues, and maintain clear documentation to minimise repetitive discussions and ensure efficient progress.

#### Discovering more cost-effective solutions:

- The Business Analyst will endeavour to explore multiple solution options, including non-technology approaches where appropriate, to ensure the most practical and cost-effective solutions are considered. Discovering new business needs and eliciting requirements — The Business Analyst will actively mine for or discover the business needs and/or value-driven opportunities, including actively engaging stakeholders to elicit, analyse, and validate the business requirements, ensuring a clear understanding of the outcomes required for successful solution delivery.

#### Prioritising requirements based on business value:

- The Business Analyst will employ appropriate prioritisation techniques at various stages in the requirements lifecycle, to ensure delivery teams and stakeholder efforts are invested in the requirements with the highest organisational value and strategic alignment.

#### Supporting effective implementation of new solutions:

- The Business Analyst will assist the formal organisational change management practices by focusing on the business analysis principles of clarity and alignment to help the organisation prepare for project related change. The Business Analyst will working closely with change management teams to ensure clarity of requirements and alignment between business processes and implemented solutions

#### Enabling scalable delivery practices:

- The Business Analyst Contributes towards establishing and continuously improving structured business analysis practices that support collaboration across growing teams, ensuring consistent communication, documentation, and delivery approaches as the organisation and project portfolio expand.

In addition to the key responsibilities specific to your role, you are required to deliver on the [Key Organisational Accountabilities](#) which are aligned with the Western Health strategic aims.

### Key Working Relationships

#### Internal:

- DTS Senior Manager, Projects and Change (Primary)
- DTS Project Managers
- DTS Divisional Director
- DTS Operations Director
- DTS Senior Manager, Service Management Office
- DTS operational team managers
- Key WH stakeholders including Executives, Clinical Leaders, Divisional Directors, Senior Clinicians and Administrative Management

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- Other WH employees and/or guests who may seek advice with regards to the digital technology environment from time to time

**External:**

- Vendors of hardware, software or related services, including outsourced service providers
- Victorian Health Shared Services teams as required
- Strategic partners, community participants, and/or contractors including Government Department representatives
- Public/Private Partnership teams

**Selection Criteria**

**Essential:**

- Tertiary qualifications in Information Systems, Project Management, IT, Computer Science, Business or Management
- Relevant business analysis experience with 5 or more years as a Business Analyst in a project-based technology environment
- AgileBA Practitioner, PMI-PBA or CBAP certification in line with IIBA BABoK guidance.
- Demonstrated skills leading requirements elicitation and stakeholder management
- Ability to work as part of a cohesive team and develop positive, constructive working relationships with diverse stakeholder groups across all levels of an organisation
- Demonstrated capability to support complex technology projects and a sound conceptual understanding of a wide range of contemporary business challenges relating to digital technology
- Demonstrated leadership skills encompassing business administration, planning and budgeting, staff and resource management, issue and risk management, monitoring and reporting
- Excellent interpersonal, presentation, verbal and written communication skills
- Demonstrated capability to be adaptive and able to work under pressure, manage and prioritise multiple tasks simultaneously
- Ability for systems thinking and vision to resolve unique problems

**Desirable:**

- Professional association membership
- 5 years of experience working in the private or public health sectors
- Working knowledge of contemporary improvement initiatives to drive process and business efficiency

**Skills Framework for the Information Age (SFIA9) Competencies**

**Business Situation Analysis – BUSA (SFIA skill level 5):**

- Plans, manages and investigates business situation analysis where there is significant ambiguity and complexity.
- Advises on the approach and techniques to be used for business situation analysis. Ensures holistic view adopted to identify and analyse wide-ranging problems and opportunities.
- Engages and collaborates with a wide range of stakeholders, including those at the management level. Gains agreement from stakeholders to conclusions and recommendations.
- Contributes to definition of organisational standards and guidelines for business situation analysis.

**Requirements Definition and Management - REQ (SFIA skill level 5):**

- Plans and drives scoping, requirements definition and prioritisation activities for large, complex initiatives.
- Selects, adopts and adapts appropriate requirements definition and management methods, tools and techniques. Contributes to the development of organisational 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.
- Establishes requirements baselines or backlogs. Ensures changes to requirements are investigated and managed.

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**Feasibility Assessment - FEAS (SFIA skill level 5):**

- Manages investigative work to enable feasibility assessments.
- Collaborates with stakeholders and specialists to get the information required for feasibility assessment.
- Advises on the selection of feasibility assessment approaches and techniques relevant to the business situation and options.
- Prepares business cases, including cost/benefit, impact and risk analysis for each option.

**Business Modelling - BSMO (SFIA skill level 4):**

- Develops models for complex and ambiguous business scenarios.
- Selects appropriate techniques and approaches to ensure models capture the necessary business elements. Independently plans modelling activities, ensuring alignment with business objectives.
- Collaborates with operational stakeholders to validate and refine models based on feedback, and to gain agreement on modelling results and their implications.
- Advises stakeholders interpreting and applying models for decision-making and business improvements.

**Acceptance Testing – BPTS (SFIA skill level 4):**

- Develops acceptance criteria related to functional and non-functional requirements, business processes, features, user stories and business rules.
- Designs and specifies test cases and scenarios to test that systems, products and services fulfil the acceptance criteria and deliver the predicted business benefits.
- Collaborates with project colleagues and stakeholders involved in the analysis, development and operation of products, systems or services to ensure accuracy and comprehensive test coverage.
- Analyses and reports on test activities, results, issues and risks including the work of others.

**Business Process Improvement – BPRE (SFIA skill level 5):**

- Manages the execution of business process improvements.
- Assesses the feasibility of business process changes and recommends alternative approaches.
- Selects, tailors and implements methods and tools for improving business processes at programme, project or team level.
- Contributes to the definition of organisational policies, standards and guidelines for business process improvement.

**Additional Requirements**

All employees are required to:

- Obtain a police/criminal history check prior to employment
- Obtain a working with children check prior to employment (if requested)
- Obtain an Immunisation Health Clearance prior to employment
- Report to management any criminal charges or convictions you receive during the course of your employment
- Comply with relevant Western Health clinical and administrative policies and guidelines.
- Comply with and accept responsibility for ensuring the implementation of health and safety policies and procedures
- Fully co-operate with Western Health in any action it considers necessary to maintain a working environment, which is safe, and without risk to health
- Protect confidential information from unauthorised disclosure and not use, disclose or copy confidential information except for the purpose of and to the extent necessary to perform your employment duties at Western Health
- Safeguard children and young people in our care, by ensuring that your interactions are positive and safe, and report any suspicions or concerns of abuse by any person internal or external to Western Health
- Be aware of and comply with relevant legislation: Public Administration Act 2004, Victorian Charter of Human Rights and Responsibilities Act 2006, the Victorian Occupational Health and Safety Act 2004, the Victorian Occupational Health and Safety Regulations 2017 (OHS Regulations 2017), Fair Work Act 2009 (as amended), Occupational Health and Safety (Psychological Health) Regulations 2025, the Privacy Act 1988 and responsibilities under s141 Health Services Act with

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regard to the sharing of health information, the Family Violence and Child Information Sharing Schemes, Part 5A and 6A Family Violence Protection Act 2008

- Be aware of and comply with the Code of Conduct for Victorian Public Sector Employees and other Western Health employment guidelines

### General Information

- Redeployment to other services or sites within Western Health may be required
- Employment terms and conditions are provided according to relevant award/agreement
- Western Health is an equal opportunity employer and is committed to providing for its employees a work environment which is free of harassment or discrimination. The organisation promotes diversity and awareness in the workplace
- Western Health is committed to Gender Equity
- Western Health provides support to all personnel experiencing family and domestic violence
- This position description is intended to describe the general nature and level of work that is to be performed by the person appointed to the role. It is not intended to be an exhaustive list of all responsibilities, duties and skills required. Western Health reserves the right to modify position descriptions as required. Employees will be consulted when this occurs
- Western Health is a smoke free environment

*I confirm I have read the Position Description, understand its content and agree to work in accordance with the requirements of the position.*

Employee's Name: \_\_\_\_\_

Employee's Signature: \_\_\_\_\_ Date: \_\_\_\_\_

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