

POSITION DESCRIPTION

Position Title:	Technical Business Analyst
Business Unit/Department:	Workforce Contracts Technology and Reporting
Division:	Health Support Services
Award/Agreement:	Health & Allied Services, Managers & Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2021-2025
Classification:	Grade 4 – Level 1 to 5 (HS4 to HS29)
Reports To:	Technical Business Analyst Lead
Direct Reports:	N/A
Date Prepared/Updated:	10 September 2025

Position Purpose
This role is responsible to provide strategic input towards a major transformation project with the implementation of an all-new Computerised Maintenance Management System (CMMS), leveraging design tools in collaboration with technical stakeholders to prototype and map out user stories by personas and user groups. This role will also play an integral role in leading QA efforts, reporting back to developers on defects and focus on areas ahead of UAT and go-live.
Business Unit Overview
Health Support Services (HSS) offers a range of functions that supports Western Health in providing the Best Care directed towards patients. HSS Technology is primarily focus on consulting and curating bespoke technical solutions for both clinical and non-clinical teams, leveraging the digital infrastructure in a way that streamlines operations between departments and functional units.
Key Responsibilities
<ul style="list-style-type: none"> • Champion CMMS goals to establish data lineage that facilitates more informed decision making • Lead ideation and collation of high-quality functional/non-functional requirements • Participate in team workshops and 1-2-1 interviews with SMEs to affirm acceptance criteria • Develop, agree, and manage action plans in response to stakeholder feedback to ensure quality of service provision and that preliminary needs are met • Identify and highlight risks to project and technical leads that may seriously affect services • Apply design systems to key outputs such as software documents, training materials, QRG's, etc • Supporting HSS Technology team members with ad-hoc requests from other internal teams

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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
<p>Internal:</p> <ul style="list-style-type: none"> • HSS Technology Team • HSS Operations Manager • HSS Director of Engineering • HSS Managers • HSS Team Leaders and Supervisors • HSS Administrators • Digital Technology Services (DTS) <p>External:</p> <ul style="list-style-type: none"> • Service Providers • Vendors
Selection Criteria
<p>Essential</p> <ul style="list-style-type: none"> • Experience in project delivery, implementing, and/or enhancing a SaaS platform • Capable in evaluating legacy processes to propose well-thought out, systematic solutions • Organised in delivering reports to a designated reporting cycle • Experienced in participating and/or deputising across agile ceremonies • Excellent communication and presentation skills • Ensure business expectations are appropriately set with key relationships maintained • Ability to work independently to a high standard • Ability to operate effectively in a team – by communicating, sharing work, helping others • Ability to liaise effectively with people from a range of cultural backgrounds • Ability to contribute ideas and demonstrate initiative • Maintain awareness of relevant governance frameworks i.e. VBIS, VHBA, AMAF <p>Desirable</p> <ul style="list-style-type: none"> • Understanding of Western Health operating context will be beneficial • Experience working within the healthcare sector • Familiarity with data quality principles and governance frameworks • Administration and/or development with QFM by Service Works Global (SWG) • Have experience using design and/or development tools, such as Figma or Asana
Additional Requirements
<p>All employees are required to:</p> <ul style="list-style-type: none"> • 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

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- 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), the Privacy Act 1988 and responsibilities under s141 Health Services Act with 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: [Click here to enter the Employee's name.](#)

Employee's Signature: _____ Date: _____

[Click here to enter a date.](#)

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