

# Position Description

## Position Title: Business Analyst

<b>Classification:</b>	Administrative Officer Grade 5
<b>Business unit/department:</b>	EMR Services
<b>Work location:</b>	Austin Hospital <input checked="" type="checkbox"/> Heidelberg Repatriation Hospital <input checked="" type="checkbox"/> Royal Talbot Rehabilitation Centre <input checked="" type="checkbox"/> Other <input type="checkbox"/> (please specify)
<b>Agreement:</b>	Victorian Public Health Sector (Health and Allied Services, Managers and Administrative Officers) (Single Interest Employers) Enterprise Agreement 2021-2025
	Choose an item.
	Choose an item.
<b>Employment type:</b>	Full-Time
<b>Hours per week:</b>	38
<b>Reports to:</b>	Lynne Keith
<b>Direct reports:</b>	Nil
<b>Financial management:</b>	Budget: <user to insert information, if applicable>
<b>Date:</b>	September 2025

Austin Health acknowledges the Traditional Custodians of the land on which Austin Health operates, the Wurundjeri Woi Wurrung People of the Kulin Nation. We pay our respects to Elders past and present and extend that respect to all Aboriginal and Torres Strait Islander peoples.

### Position purpose

The Business Analyst is responsible for analysing and documenting how people currently use technology and how they would like to use technology to support their work practices. It will also be responsible for managing the agile delivery of specific development projects, from business case to benefits realisation, and championing the introduction of agile work practices into the EMR and ICT department.

### About the Directorate/Division/Department

The department provides a wide range of Information Communication and Technology (ICT) and Electronic Medical Record (EMR) Services to Austin Health staff. ICT and EMR Services is grouped into the following functional streams:

- ICT Services
- Infrastructure Services

- Application, Integration Services
- Strategy Engagement and Project Services
- EMR services

The ICT and EMR environment include business critical clinical and non-clinical information systems running on multi-campus data and telecommunications networks. It supports over 8,000 staff, computers, applications, Microsoft Windows and Unix servers and multiple database products and telecommunication devices.

Digital Transformation is a key strategic theme of the hospital's strategic plan, and the digital transformation plan anticipates modernisation of clinical and administrative systems and processes across the entire patient journey.

### Position responsibilities

- Assist in facilitating workshops and meetings with decision makers, systems owners, and end user.
- Define and document clinical, operational, and financial objectives and requirements.
- Review and analyze the effectiveness and efficiency of existing systems and develop strategies for improving or further leveraging these systems.
- Work with product and industry subject matter experts in order to understand and propose new business processes.
- Participate in design sessions to develop future state business processes and information flows.
- Assist in developing business cases and business benefits plans and developing metrics and methodology for assessing realisation of benefits.
- Participate in or lead application development projects following a scrum methodology to rapidly establish and deploy a minimal viable product.
- Write testable user requirements, user stories and technical requirements.
- Responsible for measurement of benefits realisation of implemented products

### Selection criteria

#### Essential skills and experience

- At least 5 years' experience as a business analyst with demonstrable experience and knowledge documenting business processes and business requirements, use cases and user stories.
- Strong experience and knowledge documenting business processes and business requirements, use cases, user stories,
- High level understanding of Stakeholders engagement and change management within the organisation
- Highly developed work organisation skills with the capacity to prioritise competing demands
- Flexible approach to problem solving and a "can do" attitude
- Strong communication skills (written and verbal).
- Ability to assimilate and process large volumes of information in a complex environment and translate it into cogent designs and plans for future state systems and workflows.



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### Desirable but not essential:

- Previous experience working in a health environment
- Formal Scrum Master qualifications

### Professional qualifications and registration requirements

- Tertiary qualifications in a technology related field
- Tertiary qualifications in a business analyst related field

### Quality, safety and risk – all roles

All Austin Health employees are required to:

- Maintain a safe working environment for yourself, colleagues and members of the public by following organisational safety, quality and risk policies and guidelines.
- Escalate concerns regarding safety, quality and risk to the appropriate staff member, if unable to rectify yourself.
- Promote and participate in the evaluation and continuous improvement processes.
- Comply with the principles of person-centered care.
- Comply with requirements of National Safety and Quality Health Service Standards and other relevant regulatory requirements.

### Other conditions – all roles

All Austin Health employees are required to:

- Adhere to Austin Health's core values: *our actions show we care, we bring our best, together we achieve, and we shape the future.*
- Comply with the Austin Health's Code of Conduct policy, as well as all other policies and procedures (as amended from time to time).
- Comply with all Austin Health mandatory training and continuing professional development requirements.
- Provide proof of immunity to nominated vaccine preventable diseases in accordance with Austin Health's immunisation screening policy.
- Work across multiple sites as per work requirements and/or directed by management.

### General information

#### Cultural safety

Austin Health is committed to cultural safety and health equity for Aboriginal and/or Torres Strait Islander People. We recognise cultural safety as the positive recognition and celebration of cultures. It is more than just the absence of racism or discrimination, and more than cultural awareness and cultural sensitivity. It empowers people and enables them to contribute and feel safe to be themselves.

#### Equal Opportunity Employer



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We celebrate, value, and include people of all backgrounds, genders, identities, cultures, bodies, and abilities. We welcome and support applications from talented people identifying as Aboriginal and/or Torres Strait Islander, people with disability, neurodiverse people, LGBTQIA+ and people of all ages and cultures.

### **Austin Health is a child safe environment**

We are committed to the safety and wellbeing of children and young people. We want children to be safe, happy and empowered. Austin Health has zero tolerance for any form of child abuse and commits to protect children. We take allegations of abuse and neglect seriously and will make every effort to mitigate and respond to risk in line with hospital policy and procedures.



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