POSITION DESCRIPTION

POSITION TITLE	Business Systems Analyst
DIRECTORATE - SECTION	Corporate Services
LEVEL – EBA	Level 8
RESPONSIBLE TO	Coordinator Digital Solutions & Services - ERP

OUR VISION
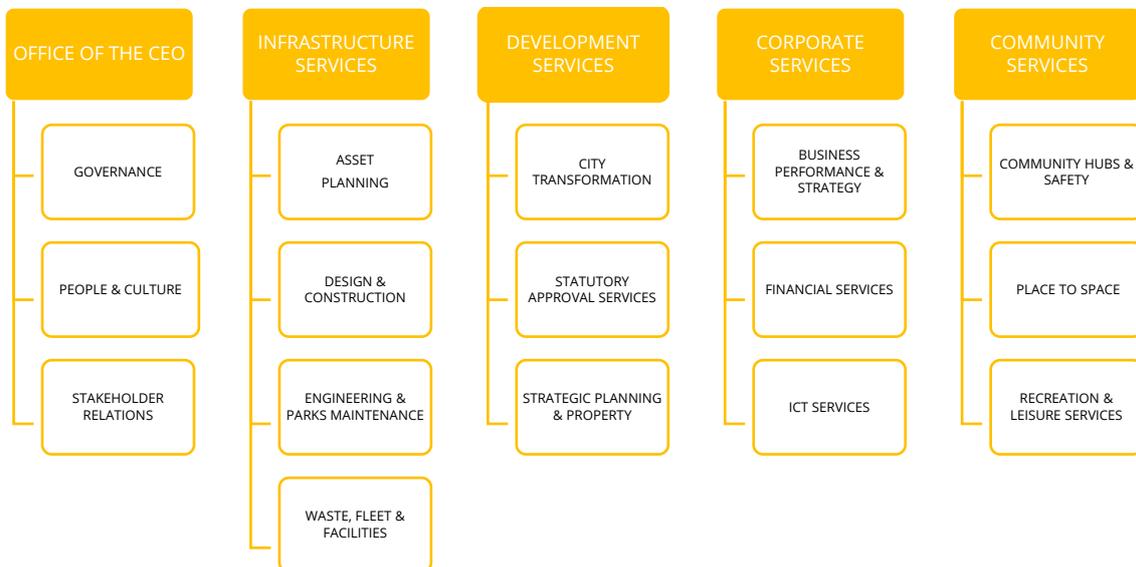Connected Communities, Valuing Nature and Creating our Future Together.

OUR SIMPLE GUIDING PRINCIPLES
Ensure everything we do will make Kalamunda socially, environmentally and economically sustainable.

OUR VALUES

RESPECT — We treat everyone with dignity, fairness, and kindness—valuing diverse perspectives, listening with empathy, and fostering an inclusive environment where all voices are heard and appreciated.

INTEGRITY — We act with honesty, transparency, and accountability—upholding ethical standards, taking responsibility for our actions, and consistently doing what is right, even when no one is watching.

CARE — We build trust through empathy, honest feedback, and mutual support—creating a safe, respectful environment where people thrive and grow. We care enough to be candid, knowing that truth shared with compassion strengthens us all.

HONESTY — We communicate truthfully and openly—building trust through transparency, owning our actions, and fostering a culture where integrity and authenticity guide every interaction.

ORGANISATIONAL STRUCTURE & FUNCTIONS

OFFICE OF THE CEO	INFRASTRUCTURE SERVICES	DEVELOPMENT SERVICES	CORPORATE SERVICES	COMMUNITY SERVICES
GOVERNANCE	ASSET PLANNING	CITY TRANSFORMATION	BUSINESS PERFORMANCE & STRATEGY	COMMUNITY HUBS & SAFETY
PEOPLE & CULTURE	DESIGN & CONSTRUCTION	STATUTORY APPROVAL SERVICES	FINANCIAL SERVICES	PLACE TO SPACE
STAKEHOLDER RELATIONS	ENGINEERING & PARKS MAINTENANCE	STRATEGIC PLANNING & PROPERTY	ICT SERVICES	RECREATION & LEISURE SERVICES
	WASTE, FLEET & FACILITIES			

THE OVERALL OBJECTIVE OF THIS POSITION

Builds relationships with stakeholders at all levels of the business, uncovers needs, priorities and objectives and leads the delivery of quality analysis to ensure a continuous focus on business outcomes through to delivery.

At project initiation assists in estimating costs and timescales, developing business cases and assessing feasibility.

Looks beyond specific projects to provide a wider perspective on change, managing dependencies and providing insightful views of whole programmes.

KEY RESULT AREAS

EXECUTIVE (CEO AND DIRECTORS) SUPPORT
- Director Corporate Services, through the Manager ICT Services and Coordinator Digital Solutions & Services - ERP, is fully and accurately informed and supported to ensure the best possible strategic and operational decisions are made.

BUSINESS SITUATIONS ANALYSIS
- 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. In consultation with the Coordinator Digital Solutions & Services – ERP, gains agreement from stakeholders to conclusions and recommendations.
- Contributes to definition of organisational standards and guidelines for business situation analysis.

FEASIBILITY ASSESSMENT
- Facilitates 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.

REQUIREMENTS DEFINITION AND MANAGEMENT
- 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 from, and agreement to requirements from a diverse range of stakeholders. Negotiates with stakeholders to manage competing priorities and conflicts.
- Establishes requirements baselines. Ensures changes to requirements are investigated and managed.

ACCEPTANCE TESTING
- In consultation with the Coordinator Digital Solutions & Services – ERP, leads the implementation and delivery of the organisation's approach to acceptance testing.
- In consultation with the Coordinator Digital Solutions & Services – ERP, engages with senior stakeholders to secure organisational commitment and resources needed for effective acceptance testing.
- Reports on any significant risks or issues related to acceptance testing and recommends required actions.
- Assists in the development of organisational policies, standards, and guidelines for acceptance testing. Develops acceptance testing capabilities and methods for the organisation.

DATA MODELLING AND DESIGN
- Helps set standards for data modelling and design tools and techniques, advises on their application and ensures compliance.
- Leads the investigation of enterprise data requirements based upon a detailed understanding of information requirements.
- Facilitates the application of analysis, design and modelling techniques to establish, modify or maintain data structures and their associated components.
- Facilitates the iteration, review and maintenance of data requirements and data models.

STAKEHOLDER RELATIONSHIP MANAGEMENT
- Assists in the development of comprehensive stakeholder management strategies and plans.
- Builds long-term, strategic relationships with stakeholders (internal and external). Facilitates the engagement of stakeholders in support of the delivery of services and change projects. Acts as a single point of contact for stakeholders, facilitating relationships between them.
- Negotiates to ensure that stakeholders understand and agree on what will meet their needs, and that appropriate agreements are defined.
- Monitors relationships including lessons learned and appropriate feedback. Drives actions to improve relations and open communications with and between stakeholders.

BENEFITS MANAGEMENT
- Works with operational teams to ensure maximum improvements are made as groups of projects deliver their products into operational use.
- Communicates the change programme vision to staff at all levels of the business and keeps a focus on business objectives.
- Maintains business cases for funding projects and confirms continuing business viability of projects at regular intervals.

BUSINESS PROCESS IMPROVEMENT
- In consultation with the Coordinator Digital Solutions & Services – ERP, guides the identification, evaluation and adoption of new or existing technologies to improve business processes.
- Assists with the alignment of business strategies, enterprise transformation, and technology strategies.
- Embeds strategic business process improvement into the governance and leadership of the organisation.
- Supports the creation and review of a cross-functional, enterprise-wide approach and culture for embracing business process management.

SOFTWARE AND SOLUTIONS ARCHITECTURE

- Specifies and designs large or complex software applications, components and modules.
- Adopts and adapts software design methods, tools and techniques. Undertakes impact analysis on major design options, makes recommendations and assesses and manages associated risks. Specifies prototypes/simulations to enable informed decision-making.
- Evaluates software designs to ensure adherence to standards and identifies corrective action. Ensures that the software design balances functional, quality, security and systems management requirements.
- Contributes to the development of organisational software design and architecture policies and standards.
- Identifies and evaluates alternative architectures and the trade-offs in cost, performance and scalability. Determines and documents architecturally significant decisions.

WORKPLACE HEALTH AND SAFETY

- Employees must take reasonable care for their own health and safety and that of others who may be affected by their actions or omissions.
- Comply, so far as they are reasonably able, with any reasonable instruction given by the City to allow the City to comply with WHS laws.
- Cooperate with any reasonable policy or procedure of the City relating to health or safety at the workplace.

WORKPLACE COMPETENCY

Uphold the City's values of Respect, Integrity, Care and Honesty, and demonstrate behaviours that reflect the organisations values, supports cross functional teams and meets customer and organisational needs.

TRAINING/QUALIFICATION(S)

- Agile and Waterfall Project Methodology Certifications – desirable.
- ITIL certification – Foundation desirable.
- Six Sigma certification – desirable.
- IIBA membership – desirable.

SELECTION CRITERIA

1. Well-developed elicitation skills including experience facilitating workshops and focus groups.
2. Demonstrated experience using Agile and Waterfall project methodologies.
3. Experience planning, identifying, designing, managing, executing and reporting on the outcomes of acceptance tests.
4. Demonstrated experience of solutions architecture to deliver agreed business outcomes.
5. Ability to work autonomously, collaboratively completing work in a timely fashion and to an agreed quality standard.
6. Experience within the Local Government sector.
7. Experience and understanding of data modelling and design.

DIVERSITY

The City of Kalamunda is committed to and values the advantages and benefits that equity, diversity, and inclusion (EDI) bring to all its staff. The City seeks to integrate the principles of EDI throughout the organisation, to enrich our perspective, improve performance, increase community value, and enhance the probability of achievement of our goals and objectives.

DRIVERS LICENCE

Possession of a current 'C-A' (Automatic) or 'C' (Manual) class driver's licence allowing the holder to drive legally in Western Australia.

AGILITY

This position description reflects the City's requirements at a point in time and is subject to change. The City may modify this position description at any time, provided the skills, qualifications, competence and training remains within a reasonable range of the original position.

REVIEWED BY: Manager ICT Services
DATE PD REVIEWED/APPROVED: 3 October 2025