



## POSITION DESCRIPTION FORM

File No: PDF-F0405011

### POSITION IDENTIFICATION

Title:	Business Analyst	Level:	Level 8
Service Unit:	Information Services	Award:	Local Government Industry Award 2020 Industrial Agreement
Directorate:	Corporate & Governance Services	Date Effective:	2 April 2026
Reporting to:	ERP Project Manager	Date Last Reviewed:	17 April 2026

### PURPOSE OF POSITION

- Contribute to the successful implementation and adoption of enterprise business systems and associated technologies across the Shire of Dardanup.
- Work collaboratively with project teams, software vendors, subject matter experts and internal stakeholders to analyse business processes, define system requirements, and support the design, configuration, testing and deployment of digital solutions.
- Identify and realise opportunities for business process improvement and digital transformation, helping the Shire deliver more effective and efficient services to the community.
- Support organisational capability and readiness through user education, documentation and knowledge transfer activities.

### SUMMARY OF ACCOUNTABILITIES & RESPONSIBILITIES

#### Requirements & Analysis

- Elicit, analyse and document business requirements, functional specifications, use cases, user stories and non-functional requirements.
- Conduct current state analysis, gap analysis and impact analysis to inform solution design and implementation planning.
- Analyse and map business processes, procedures, system interfaces and organisational structures to identify improvement opportunities.
- Develop process flow diagrams, data flow diagrams and other analytical artefacts to support decision-making.

#### Solution Design & Configuration

- Take a lead role in solution design, definition, build, configuration and verification of new and replacement business systems and processes.
- Work with software vendors and internal teams to translate business requirements into system configurations that are fit for purpose.
- Contribute to the specification and development of custom solutions, integrations and reporting where standard configuration does not meet business needs.
- Establish and communicate data migration and integration requirements in collaboration with the Business Solutions team.

## SUMMARY OF ACCOUNTABILITIES & RESPONSIBILITIES

### Testing & Validation

- Develop and execute test cases, UAT scripts and acceptance criteria in collaboration with business units and SMEs.
- Coordinate functional testing, system integration testing and user acceptance testing across implementation phases.
- Identify, document and track defects and issues through to resolution, escalating where appropriate.

### Training & Knowledge Transfer

- Contribute to the development of training materials, user guides, work instructions and skills transfer documentation.
- Provide user education, training and technical advice on the effective use of business systems and functions.
- Support go-live activities and provide post-deployment assistance to users during transition periods.

### Stakeholder Engagement & Reporting

- Host and participate in workshops, coordinating SME and stakeholder activity from a business systems perspective.
- Provide systems advocacy and technical engagement to support project leads and users with change and support requests.
- Support the preparation of project reports, presentations and briefings for Executive and Management.
- Build and maintain constructive working relationships across all levels of the organisation.

### Business Process Improvement

- Identify opportunities to streamline, standardise and improve business processes as part of system implementation activities.
- Contribute to building the Shire's internal capability for continuous improvement and digital service delivery.
- Document improved processes and support their adoption through change management and training activities.
- Perform any other duties as directed by the line supervisor / manager.
- Undertake on the job and off the job training as required to develop the necessary knowledge for the position.

## ORGANISATIONAL RELATIONSHIPS

Responsible for: Not Applicable at this level.

Internal Relationships: All Shire of Dardanup employees and Elected Members.

External Relationships: Software vendors, Federal and State government agencies, other local government authorities, community groups and organisations, private sector stakeholders.

## POSITION DIMENSIONS

Work Location: Eaton Administration Centre.

Delegated Authority: Not Applicable at this level.

Driving Requirements: C (Car) or CA (Car Automatic) class motor vehicle licence (preferable).

## EXTENT OF AUTHORITY

This position operates under the general direction of the ERP Project Manager within established guidelines, procedures and policies of Council as well as statutory provisions of the Local Government Act and other legislation.

## CORPORATE ACCOUNTABILITIES

- All employees are bound by the requirements of the Local Government Act 1995 to act with integrity, and in a way that shows a proper concern for the public interest;
- Comply with Council’s Code of Conduct, management directives and approved policies and procedures.
- Avoid participation in any activities that may represent a conflict of interest with Council transactions and your obligations.
- Maintain obligations described within the Shire’s Customer Service Charter.
- Comply with all requirements for capturing corporate information and understand that the Local Government is the owner of all Intellectual Property rights in all documents, materials or other things created or contributed to by the Employee (whether alone or with others) in the course of their employment.
- Exercise discretion and maintain confidentiality in dealing with sensitive and high-level issues.
- Deliver effective use of Shire resources within the level of accountability for this position.
- Ensure your own safety and health at work by undertaking your work duties in a safe and proficient manner. Exercise your duty of care by having thought and regard for others by ensuring that you avoid adversely affecting, the safety or health of any other individual through any of your acts or omissions at work as per Council’s WHS policies and the Work Health and Safety legislation.
- Employees shall cooperate with the Shire of Dardanup in the carrying out of the obligations imposed on the Shire under the Work Health and Safety legislation.
- Monitor work practices, support training and engage with staff and contractors to ensure their ongoing safety and compliance with Work Health and Safety legislation and Council’s WHS policies.
- Provide an ongoing commitment to risk, emergency management and business continuity principles.
- Employees shall demonstrate the Shire’s Values, “Trust, Respect, Accountability, Customer/Community, Excellence, Support” within the workplace.

## VALUES

### Our Values – TRACES

The Shire of Dardanup is building a culture where openness and transparency are the norm; and where we all hold ourselves accountable to deliver excellence for our customers and community.

<b>T</b> RUST	<b>R</b> ESPECT	<b>A</b> CCOUNTABILITY	<b>C</b> USTOMERS & COMMUNITY	<b>E</b> XCELLENCE	<b>S</b> UPPORT
 "We are committed to showing confidence and belief in each other and ensuring we do what we say we will do."	"We are committed to recognising and acknowledging each person's unique contribution." 	 "We are committed to transparency, good governance and accept responsibility for our actions."	"We are committed to providing a positive experience for our customers and our community." 	 "We are committed to being the best we can be within the organisation."	"We are committed to being a true team." 

**SELECTION CRITERIA**

**Essential:**

1. Demonstrated experience in business analysis, process improvement or systems implementation within a complex organisational environment.
2. Proven ability to elicit, analyse and document business requirements, translating them into practical system and process solutions.
3. Strong analytical and problem-solving skills with the ability to apply conceptual thinking to business challenges.
4. Effective stakeholder engagement and communication skills, with the ability to work across all levels of an organisation.
5. Well-developed organisational skills and the ability to work autonomously, manage competing priorities and meet deadlines.
6. Experience developing and executing test plans, UAT scripts and acceptance criteria.
7. High-quality written communication skills including the ability to produce clear documentation, reports and training materials.

**Desirable:**

1. Tertiary qualifications in Business Analysis, Information Systems, Business Administration or a related discipline, and/or demonstrated equivalent experience.
2. Experience with enterprise system implementations.
3. Prior experience within a local government, public sector or regulatory environment.
4. Understanding of change management principles and their application in technology-driven transformation.
5. Experience with Agile, Waterfall or hybrid project delivery methodologies.