



Government
of South Australia

Department for Infrastructure
and Transport

Business Analyst (ASO6)

Role statement

Organisational alignment

Division: Transport Policy and Regulation
Directorate: Service SA
Section: TRUMPS Program and Projects

Reporting relationships

Reports to: Program Manager TRUMPS Programs and Projects
Direct reports: Nil

Role overview

Service SA is responsible for creating a frictionless customer experience in delivering transactional and regulatory services for the Transport Policy and Regulation Division through an integrated multi-channel approach.

The Business Analyst provides high-quality analytical, advisory and stakeholder engagement services to support the design, delivery and continuous improvement of TRUMPS program and projects. This role is responsible for identifying and documenting business needs, defining requirements, analysing current and future-state processes, and ensuring that solutions deliver measurable value aligned with department priorities, legislative frameworks and strategic objectives.

The Business Analyst is accountable to the Program Manager within the TRUMPS Program and Projects section and is part of a collaborative team of Project Leads, and Project officers. Providing high level advice to the Senior Project Lead, Program Manager, technical staff and stakeholders, supporting project delivery outcomes within the TRUMPS Programs and Projects section and across Service SA.

Further information about the Department can be found at: <https://www.dit.sa.gov.au/about-us>

Our values

We pride ourselves on applying these values to our day-to-day interactions and individual performance. They shape our approach to achieving our strategic agenda.



Collaboration

We work together as one team to serve our customers.



Honesty

We are honest, open and act with integrity.



Excellence

We commit to excellence in everything we do.



Enjoyment

We enjoy our work and recognise our success.



Respect

We respect, understand and value the people we serve.

Key outcomes required of the role

- Undertake critical, sensitive and complex research, analysis and reporting relating to key data trends and policies that impact on successful completion and implementation of assigned programs, projects, systems and/or services.
- Ensure project requirements align with organisational strategy, policy settings and compliance obligations.
- Analyse existing processes, systems and workflows to identify inefficiencies, risks and opportunities for optimisation.
- Develop future-state process models and support the design of improved service delivery and operational practices.
- Provide expert advice to management and stakeholders regarding current relevant discipline developments and issues related to assigned agency programs, projects, systems and/or services.
- Manage critical, sensitive and/or complex information and consultation processes with stakeholders and across government agencies.
- Identify project risks and issues related to requirements, scope or business processes, and provide mitigation strategies.
- Contribute to a safe, diverse and healthy work environment free from discrimination and harassment by working in accordance with our values, legislative requirements, the Code of Ethics for the South Australian Public Sector, equal employment opportunity and departmental human resource policies, including Work Health Safety and Wellbeing requirements.

Special conditions attached to the role

- A National Police Check (NPC) is required prior to employment in the Department for Infrastructure and Transport which must be renewed every three years.
- A Working with Children Check (WWCC) is required prior to employment with the Department for Infrastructure and Transport, which must be renewed every five years before expiry.
- Some out of hours and weekend work may be required.
- Some intra / interstate travel may be required.

Educational qualifications / licenses

- Tertiary qualifications in business, ICT, public administration or a related field, or equivalent experience (desirable).
- Experience in business analysis within government or complex organisations (desirable).
- Certifications such as Agile, Business Analyst or PRINCE2 (desirable).

Technical capabilities

- Strong analytical and critical-thinking skills with the ability to interpret complex information.
- Proficiency in business analysis techniques, modelling tools and agile or hybrid delivery methodologies.
- Understanding of government operational, regulatory and procurement environments.

Person capabilities

[Our Capability Framework](#) describes the core capabilities, behaviours and skills required for us to meet our strategic objectives and be a modern public sector, attracting, developing and retaining the best talent. The framework is constructed around five categories of capability; personal attributes; building relationships; achieving results; leadership and growth; and performance enablers.

Refer to our framework for the detailed capabilities required for this stream. This role is classified as:

Stream 2: Leader

Stream 2 roles would typically consist of supervisors and senior team members, including those with technical knowledge (indicative classifications include ASO4-6, PO2-3, OPS4-7, TGO2-5, M3-7, WPA2, WBT7-10).

Key selection criteria

The criteria outlined below are drawn from the most significant requirements of the person capabilities (from Our Capability Framework) and technical capability, professional knowledge and experience to be addressed in your application having consideration of the role overview and key outcomes.

- Delivers customer focused and strategically aligned services and practices using effective verbal and written communication to successfully engage stakeholders and negotiate complex matters.
- Proven ability to work under broad direction, independently or as part of a team, identify performance outcomes, plan and coordinate activities, set priorities, achieve objectives within deadlines and make timely and well-informed decisions.
- Proven high level analytical and research skills to evaluate and analyse complex information, provide expert advice and communications, and develop clear reports with recommendations for time critical deadlines in an environment of competing priorities.
- Significant experience in successfully planning and driving scoping, requirements definition and prioritisation activities for large complex initiatives with input from a diverse range of stakeholders.
- Demonstrated experience in applying business analysis techniques and modelling tools to scope, define, prioritise and manage requirements and to support delivery using agile or hybrid delivery methodologies within complex environments.
- Shows respect for diverse backgrounds, experiences and perspectives including that of Aboriginal and Torres Strait Islander people. Values diversity of thought.
- Shows genuine care for the safety and wellbeing of self and others.

Approved

Signature: _____ Date: _____

Director, Service SA

People, Culture and Capability Use Only	KNet ID: #24369651	ANZSCO code: 2611	Position number: TBC
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