

ICT Business Analyst

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iGreenData

Melbourne · CBD & Inner Suburbs
 Information & Communication Technology · Business/Systems Analysts
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About the business

iGreenData is a next-generation technology company focusing on Cloud, Data, and Digital first solutions that are changing how technology provides value to businesses, empowering organisations to take advantage of the scalability, reliability, and improved performance of cloud computing. We offer highly differentiated technology services to our customers. Our customers benefit from the industry-leading digital and cloud capabilities we deliver together with our niche partner ecosystem. We leverage our intellectual property and our unique family of accelerators to helping our customers develop and run Intelligent businesses and transform the customer experience.

What you'll contribute to the position

As an ICT Business Analyst, you will work closely with business and IT stakeholders to create product backlog, elaborate features to create user stories, work with the development team to ensure developed components meet the business requirements. You will work with the product owner to groom the backlog and support to prioritise the user stories for the release and the sprint. You will also work with the delivery team to follow the agile practices and participate in agile ceremonies to achieve a quality delivery to production.

You'll apply your passion and interpersonal skills to facilitate workshops, coordinate acceptance testing, post-implementation testing, and business sign-off. With your well-developed interpersonal skills, you will be an active team member and contribute to delivering customer-focused, optimal quality business outcomes.

About the role

ICT Business Analyst is responsible for taking ownership and leading the business analysis activities within a stream of work and will engage across teams with a broad range of stakeholders, including internal and external program and project members, developers, testers, other subject matter experts, and operational staff.

The role requires participation from the early stages of the project to completion. You will join all Sprint ceremonies/meetings and make every effort to ensure that the business requirements, objectives, and dependencies are captured and communicated to the development team and the impacted parties within the business.

Our team, where you will be a part, is very collaborative, friendly, and improvement-oriented. We encourage having fun while at work. We support a flexible hybrid working model with a mix of days in the office and at home.

To be successful, you'll need experience as an IT business analyst in agile delivery, great teamwork, communication, and problem-solving abilities, as well as the ability to work in an agile, dynamic workplace. You need to be a great team member and place importance on continual development, responsibility, transparency, and the capacity to pivot.

With iGreenData, you'll excel as an ICT Business Analyst by engaging with your peers in the discovery, design, and development process alongside customer stakeholders.

What you'll do:

Here's an overview of some of the responsibilities you may have:

- Produce high-quality business requirements, user stories, and functional requirement specifications, inclusive of context diagrams and process models.
- Gather requirements from key business stakeholders to ensure complete alignment and traceability across program, project, and support and maintenance development lifecycle.
- Responsible for business process modeling and associated standard operating procedures using industry-standard tools and techniques.
- Working closely with the team to understand and document 'as is' and 'to be' process model
- Identifying opportunities for process improvements.
- Maintain reporting dashboards for various business processes, presenting the dashboards to critical stakeholders.
- Collaborate with the quality assurance team to ensure testing efforts align with system deliveries and business processes.
- Support business with acceptance testing and post-implementation verification testing
- Work with the product owner to maintain backlog, prioritise user stories for the release and sprint cycles
- Use proven methodologies (lean, six-sigma) to optimise the business process

Experience and Skills

- A minimum of 5+ years of ICT BA experience involving digital technologies and platforms (e.g. Pega)
- Certified Business Architect (PCBA) or Certified Business Analyst Professional (CBAP)
- Experience in facilitating discovery workshops.
- Experience in digital technologies and platforms as an ICT BA at the enterprise level.
- Strong written and verbal communication skills
- Strong analytical skills with the ability to define requirements based on input from business stakeholders
- Experience conducting workshops for requirements gathering, including working with clients, business stakeholders, and technical experts
- Curious, open-minded, and challenge the status quo where required
- Deep knowledge of application design concepts, case design principles, and development best practices

Benefits and perks

- Ongoing professional and career development
- We offer a highly competitive rewards and benefits package, including private healthcare and more.
- We're growing, so there will be plenty of opportunities to grow your career with us as we expand
- Lots of social activities
- A learning organisation - we invest our time and money in learning
- Supporting individual learning opportunities, hosting, and attending 'brown bag' lunches, meetups
- Generous training budget

If this opportunity sound likes something you would be interested in, we want to hear from you! Our team will assess your application, and if we feel that you could be a good fit for any of our client partners, we will be in touch regarding the next steps. You must have the right to live and work in this location to apply for this job

Employer questions

Your application will include the following questions:

- Which of the following statements best describes your right to work in Australia?
- What's your expected annual base salary?
- How many years' experience do you have as an Information Technology Business Analyst?
- How much notice are you required to give your current employer?

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