Position Description – Solution Analyst

Position Details

Position Title: Solution Analyst

College/Portfolio: Operations

School/Group: Information Technology Services

Campus Location: Based at the City campus, however may be required to work and/or be based at other campuses of the University.

Classification: HEW 8

Employment Type: Continuing

Time Fraction: 1.0

RMIT University

RMIT is a multi-sector university of technology, design and enterprise. The University's mission is to help shape the world through research, innovation and engagement, and to create transformative experiences for students to prepare them for life and work. For more information on RMIT University follow the links below.
https://www.rmit.edu.au/about
https://www.universitiesaustralia.edu.au/university/rmit-university/
https://www.rmit.edu.au/about/facts-figures

Our three main campuses in Melbourne are located in the heart of the City, Brunswick, Bundoora and Point Cook, along with other Victorian locations. There are also two campuses in Vietnam (Hanoi and Ho Chi Minh City) and a centre in Barcelona, Spain. RMIT is a truly global university.
https://www.rmit.edu.au/about/our-locations-and-facilities

We are also committed to redefining our relationship in working with, and supporting, Indigenous self-determination. Our goal is to achieve lasting transformation by maturing our values, culture, policy and structures in a way that embeds reconciliation in everything we do. We are changing our ways of knowing, working and being to support sustainable reconciliation and activate a relationship between Indigenous and non-Indigenous staff, students and community. Our three campuses in Melbourne (City, Brunswick and Bundoora campuses) are located on the unceded lands of the people of the Woi Wurrung and Boon Wurrung language groups of the eastern Kulin Nation.

Why work at RMIT University

Our people make everything at the University possible. We encourage new approaches to work and learning, stimulating change to drive positive impact. Find out more about working at RMIT University, what we stand for and why we are an Employer of Choice.
https://www.rmit.edu.au/careers

We want to attract those who will make a difference. View RMIT's impressive standings in university rankings.
https://www.rmit.edu.au/about/facts-figures/reputation-and-rankings

College/Portfolio/Group

The Operations Portfolio enables an integrated, enterprise-wide delivery for best practice student and staff experiences.

The Portfolio incorporates the following business units: Enterprise Projects and Business Performance (EPBP), Communications, People, Information and Technology Services (ITS), Office of the Chief Operating Officer, Procurement, and Vietnam Operations.

The Portfolio houses significant drivers and delivery components across the staff and student journeys and enables the overall experience for both groups. The Portfolio is integral in bringing the RMIT strategy to life, across the globe. Each of these functions supports the global operations of the University both directly as well as through its controlled entities.

The Information Technology Services (ITS) function, provides RMIT University with current and emerging Technology systems and services. Our vision of "unleashing technologies to enable great experiences for RMIT communities" supports a proactive and leading-edge technology ecosystem, mindset and delivery empowering the advancement of the University's commitment to advancing Lifelong Learners.

Position Summary

The Solution Analyst is responsible for discovery, analysis, design, and implementation of digital solutions, focusing on improving business processes and systems using established platforms such as Microsoft Azure, the Power Platform, RPA (Automation Anywhere), and Salesforce. The position provides creates high quality solution designs, based on discovery with stakeholders and ensures translation to high-quality development. The position also leads discovery sessions and showcasing solutions to stakeholders.

Reporting Line

Reports to: Enterprise Technical Lead

Direct reports: 0

Organisational Accountabilities

RMIT University is committed to the health, safety and wellbeing of its staff. RMIT and its staff must comply with a range of statutory requirements, including equal opportunity, occupational health and safety, privacy and trade practice. RMIT also expects staff to comply with its policy and procedures, which relate to statutory requirements and our ways of working.

RMIT is committed to providing a safe environment for children and young people in our community. Read about our commitment and child safe practices. https://www.rmit.edu.au/about/our-locations-and-facilities/facilities/safety-security/child-safety.

Appointees are accountable for completing training on these matters and ensuring their knowledge and the knowledge of their staff is up to date.

Key Accountabilities

- Analyse and evaluate existing business processes and systems to identify areas for improvement, ensuring they align with business goals.
- Design innovative technology solutions in collaboration with ITS technical teams and developers.
- Identify and manage stakeholders and lead stakeholder discovery, engagement, and playback sessions and workshops to gather and refine solution requirements.
- Create high quality, lean functional, non-functional, and technical designs and specifications to guide development and implementation phases; translate to user stories and epics.
- Contribute to the delivery of enhancements as assigned within the team, working under the direction of the Enterprise Technical Lead or Delivery Lead, ensuring quality in delivery through application of agreed processes, and delivering complete and accurate documentation.
- Coordinate and prepare documentation for solution testing, validation, release, onboarding, handover/training activities, and hyper care activities.
- Liaise and coordinate with other groups, such as stakeholders, quality assurance, development teams, security teams, GRC teams, and service management on assessments, enhancements and change and operational work as required.
- Maintain up-to-date knowledge of industry trends and emerging technologies to incorporate into solution design and foster a culture of continuous improvement and innovation within the team by sharing knowledge and best practices.

Key Selection Criteria

1. Demonstrated experience in stakeholder management, requirements gathering and analysis, business process design, solution design, and use case development using human centred design approaches.
2. Strong knowledge of the SDLC and its involvement across the entire project lifecycle; experience working within Agile methodologies.
3. Consultative and open minded, with highly effective communication, interpersonal skills, and attention to detail.
4. Strong analytical and problem-solving skills with the capacity to translate processes, requirements, and disparate practices into clear designs and technical specifications.
5. Excellent workshop facilitation and presentation skills.
6. Demonstrated ability to take on accountability for complex pieces of work and work autonomously.
7. Ability to adapt to change quickly and work with ambiguity, while delivering quality outcomes.
8. Technical experience working on process design and automation, integration, with an understanding of APIs, data mining and AI, and modern cloud technologies.

Qualifications

Tertiary qualifications in Information Technology, or equivalent experience.

Note: Appointment to this position is subject to passing a Working with Children Check and other checks as required by the specific role. Maintaining a valid Working With Children Check is a condition of employment at RMIT.

Endorsed:	Signature:	**Approved:**	Signature:
	Name:		Name:
	Title:		Title:
	Date:		Date: