



## Position Description – Senior Analyst, Business Systems

### Position Details

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<b>Position Title:</b>	Senior Analyst, Business Systems
<b>College/Portfolio:</b>	International and Engagement
<b>School/Group:</b>	Philanthropy and Public Engagement
<b>Campus Location:</b>	Based at the City campus, however may be required to work and/or be based at other campuses of the University.
<b>Classification:</b>	Hew 8
<b>Employment Type:</b>	Continuing
<b>Time Fraction:</b>	1.0

### RMIT University

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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

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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

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The International and Engagement group is led by the Deputy Vice-Chancellor International & Engagement and Vice-President. The portfolio is responsible for RMIT's international strategy and agenda, including international development and partnerships and oversight of our international operations including RMIT Vietnam and RMIT Europe. It consists of the following units:

- International
- RMIT Vietnam
- RMIT Europe
- University Communications
- Experience (International Student Recruitment; International Marketing and Regional Hubs; Market Intelligence & Propositions; Digital & Experience)
- Business Development, Philanthropy, RMIT Culture

## Position Summary

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The Senior Analyst, Business Systems will support the platform development and alignment of business processes related to external engagement focused on Industry engagement and revenue generation. This will include analysis, workflows, rules, data sharing, extraction and migration. The role will require project management, analytical, technical, problem solving and interpersonal skills. Key focuses for this role will be the management of engagement data, system administration, and gap analysis to deliver seamless end-to-end solutions, uplift data integrity and user adoption in support of users focused on external organisation engagement and revenue generation. The role will liaise and collaborate with people at various levels and across functions, using a data-driven approach to streamline processes.

The position will provide ongoing system administration, advice and support for CRM users and consult with key stakeholders to develop activity, pipeline and revenue reports and visualisation. The role will develop and implement mechanisms to effectively monitor and enhance data quality and integrity. This is a strategic role that will work closely with the Associate Director CRM and Data Services, area Salesforce and RENXT administrators, and other related system administrators across the University to standardise processes and identify improvement opportunities.

## Reporting Line

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Reports to: Assistant Director, CRM & Data Services

Direct reports: 0

## Organisational Accountabilities

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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**

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- Work with Assistant Director, CRM & Data Services to drive the development and usage of the Salesforce and RENXT platforms to support, Philanthropy, B2B and B2G engagement, ensuring the implementation of a best practice system.
- Model processes and translate use cases, business scenarios and user requirements into functional documentation for technical discussion and delivery, with a focus on workforce development revenue generation.
- Manage industry engagement data and implement mechanism to uplift data quality and integrity, including managing duplicates and invalid data. Manage bulk data imports from relevant sources and bulk data exports for reporting or communications purposes.
- Conduct gap analysis to identify opportunities and make recommendations to streamline business processes and enhance reporting practices.
- Contribute to the roadmap of identified projects and system initiatives to align with sales and fundraising strategies and business needs.
- Lead testing and QA of enhancements/changes to Salesforce and other related systems.
- Educate users on application capabilities, best practices and optimisation of CRM usage. Identify training and documentation needs for relevant CRM users.
- In a consultative capacity, work with key stakeholders to provide high level engagement reports, dashboards, revenue pipeline visualisation and evidence-based business insights and analytics. Liaise with relevant RMIT staff to ensure engagement data is collected and prepared for reporting standards.
- Develop and maintain a standard set of queries/reports and dashboards to satisfy operating requirements, validate queries/reports created by others in the organisation and assist in the interpretation of data.
- Maintain and develop WalkMe guidance tools to assist users focused on workforce development revenue generation optimise their use of Salesforce.
- Work with Assistant Director CRM and other team members to address CRM and related project needs as required.

## **Key Selection Criteria**

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1. Experience successfully developing and delivering CRM (preferably Salesforce or Raiser's Edge) capabilities to achieve strategic objectives and operational plans within a best practice environment.
2. Proven track record working effectively with customer service, sales and marketing teams focused on fundraising, B2B engagement and other cross-functional teams and delivering high level services aligned with their goals.
3. Extensive experience in project management, systems development, data analytics and developing reports to inform decision making.
4. Outstanding analytical and problem-solving skills and the capacity to develop creative solutions to technical and business problems.
5. Well-developed interpersonal skills, including demonstrated ability to collaborate effectively with internal stakeholders.
6. Demonstrated ability to gather and analyse business requirements from a range of clients and stakeholders.
7. Demonstrated ability to work autonomously without supervision, make informed decisions, and contribute to team outcomes.
8. Demonstrated ability to exercise discretionary judgment, assess priorities and manage workloads while maintaining accuracy.

**Qualifications**

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Relevant tertiary qualification, and/or relevant 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.

<b>Endorsed:</b>	Signature: Name: Title: Date:	<b>Approved:</b>	Signature: Name: Title: Date:
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