

The banner features a photograph of a modern RMIT building with a glass facade and a red brick section. The text 'RMIT Vietnam' is in white on a red background, and 'Business Analyst' is in white on a dark blue background.

RMIT Vietnam Business Analyst

Position Details

Position Title:	Business Analyst
Division/ Centre:	Operations
Department:	ITS
Campus Location:	Based at the SGS campus, but may be required to work and/or be based at other campuses of RMIT Vietnam
Job Grade/ Classification:	PSV7
Time Fraction:	1.0 Full time

RMIT University

RMIT is a leading multi-sector university of technology, design and enterprise with more than 90,000 students and 10,000 staff globally. We offer postgraduate, undergraduate, vocational education and online programs to provide students with a variety of work-relevant pathways.

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.

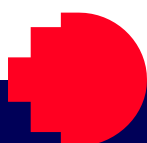
Our three main campuses in Melbourne are located in the heart of the City, Brunswick and Bundoora. Other locations include Point Cook, Hamilton and Bendigo. In Vietnam RMIT has two campuses (Ho Chi Minh City and Hanoi) and an English language centre (Da Nang). RMIT also has a European hub in Barcelona, Spain, as a gateway for European research, industry, and government partnerships. Programs are offered through transnational partners in Singapore, Hong Kong, Sri Lanka, India and mainland China, with research and industry partnerships on every continent.

RMIT Standings in university rankings

RMIT is ranked 125th in the 2026 QS World University Rankings consolidating its reputation as a global leader in education and research. The University is also now ranked 10th in Australia.

The University is ranked 5th globally for its work to reduce inequalities (SDG 10), 30th in supporting decent work and economic growth (SDG 8), and overall 56th worldwide in the 2025 Times Higher Education Impact Rankings.

RMIT has eight subject areas ranked in the top 100 globally in the latest QS World University Rankings by Subject. Four subjects retained their place in the top 50 with Art and Design also maintaining its number one position in Australia. Other standout results included Architecture and the Built Environment, ranked second in Australia and 25th globally, Communication and Media Studies, 4th in Australia and 42nd globally and Library & Information Management coming in at 2nd in Australia and 29th globally. Business and Management ranks 7th in Australia.



RMIT Vietnam

RMIT University Vietnam (RMIT Vietnam) is a campus of RMIT University and was established in the year 2000. As the leading international university in Vietnam with over 12,000 students, RMIT Vietnam has a high-quality, innovative teaching and learning culture, and a growing research and innovation capability. We provide internationally recognised high-quality education and research aligned to the needs of the Vietnam and ASEAN region. As an internationally recognised Australian university based in South-East Asia, RMIT Vietnam is assisting in the development of human resources capability in Vietnam and the region. Our teaching and research is highly engaged with industry across the region.

Degrees are awarded by RMIT University in Australia, allowing Vietnamese students to receive an overseas education without having to leave home. Given its international profile, RMIT Vietnam is also host to students from Australia and many other countries. All degree programs are recognised by the Vietnamese Ministry of Education and Training (MOET) and are subject to regulation by the Australian Tertiary Education Quality and Standards Agency. The academic programs span from English Language training through to undergraduate, post-graduate and PhD programs. All teaching at RMIT Vietnam is in English and maintain the same standards as Australia.

<https://www.rmit.edu.vn/about-us>

Position Summary

Working as part of the ITS PMO, the Business Analyst will work closely with business and technical stakeholders in defining scope and requirements, identifying business processes and helping design functional aspects of solutions in alignment with business needs. Taking on a proactive role in helping shape a project from inception through to completion, the Business Analyst will work closely with architects, developers and testers in ensuring that the delivered solution meets business needs.

The Business Analyst will become an expert in the business domain in which they operate and will provide consultative advice to stakeholders as required.

Reporting Line

Reports to: Program Manager, IT Services

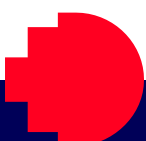
Indirectly reports to: N/A

Key relationships: N/A

Reporting lines may be adjusted in line with organisational changes.

Key Accountabilities

- Identify and manage stakeholders, understand stakeholder interests and ensure that impacted stakeholders have a common understanding of new features or changes introduced by the solution.
- Define scope and high-level requirements for input into inception phase activities, e.g. business case development.
- Engage with stakeholders to understand user context, support follow-up IT enquiries.
- Guide business functions in RMIT VN to follow RMIT IT policy/strategies.



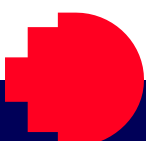
- Gather, analyse and document detailed functional and non-functional requirements, ensuring that these are well understood by all impacted stakeholders and project team members.
- Gather, analyse and document functional specifications, comprising of use cases, user interface designs and data attributes, where required.
- Gather, analyse and document features, epics and user stories.
- Define, analyse and document current and future state business processes using standards such as BPMN, identifying opportunities for process efficiency/improvements and incorporating these into the functional design of the solution to help achieve business goals.
- Perform requirements traceability of business analysis artefacts, ensuring that this is maintained throughout the project lifecycle.
- Facilitate workshops with business and technical stakeholders and perform walkthroughs with project team members.
- Support architecture, development and testing teams in requirements clarification throughout the project lifecycle and project team in project tasks and deliverables that relate to business analysis, e.g. analysis estimates, release planning or iteration planning.
- Keep up to date with BA developments and industry trends and actively shares knowledge with other BAs.
- Other duties commensurate with the scope of the role

Key Selection Criteria

- Minimum 3 years' experience working as business analyst in software project delivery, involving across project lifecycle.
- Previous experience in the higher education sector, including an understanding of the student lifecycle is a big plus.
- Good mix of business analysis and technical analysis skills.
- Demonstrated experience in stakeholder relationship management, requirements gathering and analysis, business.
- Process development and use case development.
- Consultative and open minded, with highly effective communication, interpersonal skills and attention to detail.
- Excellent analytical, problem solving, critical thinking and workshop facilitating skills.
- Experience in both waterfall and agile methodologies.
- Demonstrated ability to take on accountability for complex pieces of work and work autonomously.
- Flexible, able to adapt to change quickly and work with some ambiguity, yet still delivering quality outcomes.
- Appointment to this position is subject to passing a Working with Children check, background check, etc.
- Ability to display appropriate behaviours in line with the position, RMIT Values and RMIT Leadership Model.

English Proficiency

English is the language of teaching and communication at RMIT Vietnam. For this role, the minimum requirement is IELTS (General) with a score of at least 6.5 (or equivalent, as outlined in the Recruitment, Selection and Onboarding Guidelines).



Organisational Accountabilities

RMIT Vietnam is committed to the health, safety and wellbeing of its staff members. RMIT Vietnam and its staff members must comply with a range of Vietnamese legal and regulatory requirements, including foreign investment & business, import & export, contracts & commerce, banking, finance & foreign exchange, labour, taxation, land & premises, environment, and immigration. RMIT Vietnam expects all staff members to comply with its Code of Conduct, policies and procedures, which relate to legal and regulatory requirements and our ways of working.

Work Permit

All foreign employees must adhere to the requirements for obtaining a valid visa and work permit in Vietnam. These requirements are mandated by the Government and may be over and above the mandatory requirements and key selection criteria. Work permit requirements are subject to change. RMIT Vietnam accepts zero tolerance to non-adherence of the immigration laws of Vietnam.

Background checks

RMIT Vietnam is committed to providing a healthy and safe working, research and learning environment that enhances wellbeing across our community. As part of this commitment, all new employees are required to undergo background checks prior to commencing employment. Offers of employment are conditional upon the satisfactory completion of these checks. The specific requirements may vary depending on the nature of the role, as outlined in our Background Check Matrix.

Endorsed

Signature:

Name:

Title:

Date: Must filled section

Approved

Signature:

Name:

Title:

Date: Must filled section

