

Queensland Airports Limited Position Description



Our Vision defines our purpose. Our seven value drivers guide our strategic direction. Within each driver are strategies to deliver our goals and realise our vision. These strategies drive our existing business and underpin any acquisitions. Our Values influence the right behaviours when making decisions to achieve our Vision.

Position Title: Business Analyst (ICT)

Location: Gold Coast Airport

Department: Technology

Reports to: Business Technology Manager

Reporting to this position: N/A

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1.0	17.09.2024	Ali Husamuddeen

Position Purpose

Reporting to the Business Technology Manager the Business Analyst's role is to lead, manage and undertake the review, gap and impact analysis, documentation of current state and future state business processes, services and roles and lead the establishment of the new service, including support and transition to business-as-usual within a large and complex Information Communication Technology (ICT) environment, ensuring the delivery of valued, integrated and effective business solutions to program/project(s).

The Business Analysts builds artifacts and provide guidance to develop the practise within the Technology branch, ensuring integrity, suitability and robustness of technology platforms and solutions.

Position Requirements

Objective 1: Data Analysis and Interpretation

- Engage with internal and external stakeholders, and work across systems to collect, organise, and analyse datasets to identify trends, patterns, and opportunities.
- Interpret complex data to extract meaningful insights and present findings to Business Technology Manager.
- Collaborate cross functionally to gather requirements.

Objective 2: Business Process Evaluation

- Assess and document current business processes, workflows, and systems to identify areas for improvement, together with future state, using process modelling techniques and other process evaluation tools.
- Propose and implement process enhancements to increase efficiency, reduce costs, and optimize resource utilization.
- Work closely with stakeholders, attending and running meetings as needed, to understand their needs and translate them into actionable recommendations.

Objective 3: Requirement Gathering, Functional Analysis and Documentation

- Conduct workshops with stakeholders to gather business requirements.
- Document detailed functional and non-functional specifications for new projects or system enhancements to ensure these are clearly defined for build / development to proceed.
- Collaborate with teams to ensure clear communication of requirements and validate implementation.
- Ensure appropriate documentation is maintained around configuration management to support change control.

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Objective 4: Project Support & Management

- Maintain effective engagement in projects to ensure successful delivery of milestones and outcomes.
- Support the Technology team in adopting agile practises in project delivery.
- Support projects in managing operational change and delivery.
- Develop training artifacts for Technology to carry out training as required, accounting for any progressive changes.
- Support the Technology team to ensure customer and stakeholder satisfaction is achieved.

Objective 6: Communication and Stakeholder Management

- Build strong working relationships with internal and external stakeholders.
- Effectively negotiate with stakeholders to enable positive business outcomes.
- Communicate and present messages in a clear, concise, and articulate manner (written and verbal) tailored to the audience.

Objective 6: Project Participation / Innovation / Continuous Improvement

- Build strong working relationships with internal and external stakeholders
- Effort is made to continuously maintain and improve the quality of WH&S procedures and tools for the site
- Actively engage and participate in all projects
- Continually strive to improve all processes, procedures and systems to enhance workplace efficiencies
- Provide high levels of customer service upholding the QAL values to both airport and internal customers and always present a positive image for the Company.

Objective 7: Workplace Health & Safety, Environmental and Aviation Safety & Security

- Take reasonable care for your health and safety.
- Take reasonable care for the health and safety of others including the implementation of risk control measures within your control to prevent injuries or illnesses.
- Comply with any reasonable instruction in relation to WHS by the Company
- Co-operate with any reasonable policies and procedures of the QAL and associated entities including the reporting of hazards or incidents via the QAL reporting process.
- All compliance requirements (e.g. legislative, policies, procedures) adhered to
- Other responsibilities as outlined in the QAL H&S management system.
- Adhere to the locations Environmental Management System (EMS) as relevant to your work activities.
- Attend EMS related training.
- Adhere to relevant aviation safety and security requirements.

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Behavioural Expectations for all QAL Employees

QAL employees are expected to demonstrate behaviour which is aligned to our core values:

Authentic

- We are true to ourselves and our communities.
- We build genuine connections and deliver on our promises with integrity.

Brave

- We dare to be different and inspire change.
- We pursue new opportunities with courage and challenge the status quo.

Inclusive

- We celebrate difference and empower one another.
- We value every perspective and recognise that diversity makes us stronger.

Responsible

- We lead the way with purpose.
- We are accountable for our decisions.

Behavioural Objectives

Whether a team member without direct reports or an executive running a division, all employees at QAL lead in one way or another. They may lead self, lead others or lead business. As such within the Performance Conversations set each year, managers will seek to set clear behavioural expectations for your specific role on the year ahead. As a minimum expectation your role is expected to demonstrate the following behaviours always when carrying out the role objectives:

Team Member

- Role model the QAL Values
- Establish and maintain strong relationships with internal and external stakeholders.
- Perform with pride a broad range of tasks competently as per the role requirements.
- Uphold WHS and Regulatory obligations and comply with all policies.
- Focus on continuous improvement both for company and self (including self-driven learning, ability to take and act on constructive feedback and solution focused conversations)
- Demonstrate proactive, positive involvement as part of the team.
- Exhibit teamwork through providing excellent service, inclusive behaviours and help to others (internal and external)
- Always present a positive professional image for the company

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Key Stakeholders

Internal: Employees and management at all levels

External: Vendors, Suppliers, and Integrators

Key Capabilities Required to Perform Position

Educational Qualifications:

- Degree in Information Technology or related discipline (Mandatory).

Professional Experience:

- Minimum 5 years' experience as a Business Analyst in a corporate environment.
- Experience leading analysis under different project management methodologies (e.g. Agile and Waterfall)
- Experience working with diverse teams and systems in a fast-paced environment.

Specific Job Knowledge, Skills, and Abilities:

- Familiarity across critical Airport technologies (Desirable)
- Ability to gain a good understanding of business principles and strategy to align analysis with the overall goals of the organisation.
- Ability to think logically and analytically in a complex environment.
- Customer focused with a commitment to quality and responsiveness.

Certificates:

- Agile PM (Desirable)

Physical Demands:

- Must be able to perform the required physical and psychological demands of the role.

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ACKNOWLEDGMENT

I acknowledge that I have read and understood the key result areas described in this Position Description and agree to carry out my duties and responsibilities to the best of my ability. I assert that there are no limitations on my ability to fully perform the position for the company. I also understand that at times I may be required to undertake other duties relevant to the position that are not listed in this statement. I acknowledge my employer's right to alter this Position Description from time to time in accordance with company requirements.

Name

Date

Signature

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