

# Senior Business Analyst - ITSM

## ASX Position Description

ASX “All Roles Flexible”		What’s On Offer
ASX Opportunity Snapshot		
<p>ASX offers mutually beneficial flexible working arrangements. We recognise that employees need to balance work and personal lives.</p>		
<b>Role:</b>	Senior Business Analyst	<p>An opportunity exists for the position of a Business Analyst to join ASX to be a key enabler for the design and development of an enterprise wide IT Service Management solution (ServiceNow).</p> <p>ASX is looking for a Business Analyst, to facilitate the adoption of new and/or improved ITSM processes and/or procedures across the organisation.</p> <p>The role is responsible for assessing new concepts against current systems and procedures, analyse stakeholder needs and system requirements from an end-to-end perspective, engage internal and external clients through various facilitation techniques and mediums and provide high-quality, fit for purpose business analysis artefacts including requirements, functional specifications, business process models, system designs and impact analysis documents.</p>
<b>Reports to:</b>	Senior Manager, BA Services	
<b>People Management:</b>	Nil	
<b>Budget:</b>	NA	
<b>Team:</b>	Project Delivery	
<b>Date:</b>	Nov 2018	
<b>Location:</b>	Sydney, NSW	
<b>Flexible Role:</b>	Yes	

### What you’ll do:

- Work with affected groups / impacted stakeholders to perform deep dives and discovery on the As-Is state of the ITSM Eco System to allow for effective analysis by senior project team members and senior impacted stakeholders.
- Collaborate and effectively communicate with impacted stakeholders to elicit ITSM requirements across Processes, Systems, Reporting and Integrations.
- Be able to facilitate and/or perform the Extract and Transform of data from existing data sources/repositories.
- Be able to translate and clearly articulate business requirements to system developers and vice versa.
- Perform gap analysis between the As-Is state and the To-Be state
- Extensive Business Analysis experience, working on Agile, Lean and Waterfall project

### What you’ve done:

- Demonstrate experience with design and deployment of ITIL aligned processes
- ITIL Foundation certificate with experience in IT Service Management implementations
- Analyse appropriate data sources to obtain, organise and collate data
- Collaborate with various teams to identify reporting needs
- Extensive Business Analysis experience working on Agile, Lean and Waterfall projects.

- Previous experience in large scale, complex transformation projects.
- Have strong communication, facilitation, influencing and negotiation skills. Is able to collaborate with stakeholders across all seniority levels.
- Enjoys working in a fast-paced, challenging and continuously changing environment.
- Work both independently and as part of a team.

**And if you've got some of this, even better:**

- Experience in data analyst or Tech BA role and proficient in data analysis tools
- Experience in BPMN modelling notation
- Experience with ServiceNow