



## Position vacant

# Business Analyst

The Law Society of New South Wales is looking to employ a Business Analyst on a 12 Month fixed term basis. This position will be advertised internally and externally, and if any staff member is interested in applying for the position or requires further information, please contact the HR Department no later than Monday 10 June 2019.

### Responsibilities

The Business Analyst focuses on developing and creating new digital products for both the legal industry and the internal business. The position has a strong focus on the user experience, ensuring a simplistic and intuitive design to maximise usage.

The primary responsibility of the Business Analyst is to support the strategic projects and development initiatives designed to improve the business operations and help develop support innovation in development of tools to support new business services. The incumbent will gain general understanding of the business, gather and document scope and requirements, research solution options, analyse issues, test development and communicate deployment of solutions.

This role is best suit to an individual with a commercial business BA background, this position is situated within The Law Society's Information Technology Dept.

### Key Accountabilities

#### Requirements Gathering

- Gather and extract and document scope details and requirements
- Analyse potential solutions, perform and manage user acceptance testing and testing of new system functionality
- Communicate deployment details to the business
- Conduct user training and user experience assessments
- Understand requirements and meet these through well-designed solutions
- Continual review of the current services to ensure that the services provide Enterprise class services

#### Process Management

- Define and document business functions and processes
- Conduct and support any business process testing
- Simplifying the process for efficiency and engagement for the user
- Identify potential faults and optimization opportunities within all of our applications



#### UX Design and End User Experience

- Document design rationale, best practice into central UX depository
- Gauge the usability of new and existing products and making constructive suggestions for better UX consideration
- Lead work to define the user personas and interface for new and existing client products and features
- Develop high level and/or detailed storyboards, wireframes, mock-ups, and prototypes to effectively communicate interaction and design ideas
- Provide graphic interface/visual design by working with developers

#### Training & Development

- Conduct and Assist in training and supporting users when required
- Video training / knowledge base / face to face (group and one on one)
- Develop user guides and administration documentation

#### Team Support

- Support a collaborative and progressive team environment
- Standardise and highlight improvements to services
- Providing and maintain troubleshooting support and knowledge sharing across IT

#### Other

- To live The Law Society of NSW values and to encourage others to do the same
- Support the IT and business strategy and compliance requirements
- Any other reasonable tasks / requests as directed by IT Management

## Qualifications and experience

Applications are open to Australian/NZ Citizens and permanent residents with full working rights. Significant and relevant experience in requirements gathering, research and analysis, solution discovery, training, and other general business analysis capability is required. As is:

- Tertiary qualifications
- 2+ years in providing wireframe and rapid prototyping, as well as visual design
- 2+ year's commercial Business Analysis experience
- 2+ years' working with HTML / CSS
- 1+ year's Software Development and Support experience
- Advanced UX and design knowledge to create world class interface
- Strong communication skills, both verbal and written
- Strong data analysis, discovery and problem-solving skills.

## Applications

The Law Society of New South Wales is committed to building and maintaining a respectful and inclusive workplace, appointing the best person for the role and supporting diversity. Written applications, including a cover letter and brief resume, must be received by Monday 10 June 2019 and addressed to: [recruitment@lawsociety.com.au](mailto:recruitment@lawsociety.com.au)

