

WHAT IS A BUSINESS ANALYST?

A Business Analyst is a person who facilitates the process of introducing a computer application to a specific department or discipline within an organisation. This person speaks to the IT department about the potential user's needs and conversely speaks with the potential user on behalf of the IT department.

ROLES OF A BUSINESS ANALYST

- Liaise with Hospital/Health staff in analysing and documenting Business Processes, both current and preferred
- Assist with Business Case development to justify allocation of resources for implementation of an application
- Advise Hospital/Health staff in implementation of software
- Facilitate workshops
- Assist informal evaluation of software systems that may be implemented
- Supervise application support staff

CAREER OPPORTUNITIES

Business Analysts are graded according to experience. They can progress to:

- Project leader
- Senior Business Analyst
- Management roles

QUALIFICATIONS REQUIRED

- Experience in application support and training
- Knowledge of Health/Hospital information systems is highly desirable
- Project Management skills
- Business or Clinically oriented background or discipline

SUPERVISION PROVIDED

A comprehensive orientation program is provided for all new staff members with ongoing support.

WHAT SORT OF PERSON SHOULD I BE?

- Diplomatic
- Self motivated

PERSONAL SKILLS REQUIRED OF A BUSINESS ANALYST

- Excellent interpersonal skills
- Good listener
- Problem solver
- Able to be objective

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Adapted from Australian Government Department of Education, Employment & Workplace Relations Job Guide www.jobguide.dest.gov.au and SSWAHS staff and reviewed by NSLHD staff.