

Business Analyst/Technical Specialist



WHO WE ARE & WHAT WE DO

For over 135 years, St John Ambulance SA has supported the South Australia community to help save lives and build community resilience to improve the safety and healthcare for all South Australians. In addition to Health & Medical Services, St John Ambulance SA also provides community care, is a licensed non-emergency ambulance patient transport service, delivers nationally accredited first aid training, and is the largest provider of first aid products and equipment.

THE OPPORTUNITY

We are currently seeking a Business Analyst/Technical Specialist within our small but vibrant Information, Communications and Technology (ICT) department. This role offers a unique opportunity to leverage your technical expertise, analytical skills and end user communication abilities to make a significant impact in a mission-driven environment.

ABOUT YOU – Ideal candidates will demonstrate:

- A relevant tertiary qualification such as a bachelor's degree in Information Technology, Computer Science, related field or equivalent significant experience.
- Proven experience as a Business Analyst or similar role, with a strong technical background in ICT.
- Excellent analytical and problem-solving skills, with the ability to think creatively and strategically.
- Strong project management skills, with experience leading technology projects from conception to implementation.
- Strong communication and interpersonal skills, with the ability to engage effectively with both technical and non-technical stakeholders.
- Experience with the suite of Microsoft 365 productivity tools including Power BI, SharePoint and business automation.
- Salesforce experience will be especially highly regarded.
- Desire to explore new technology directions and an understanding of how they can be applied to benefit our growing organisation.
- Experience working in the not-for-profit sector is an advantage but not essential.



HOW TO APPLY

Do you think you would be perfect for this role? We invite you to apply online via [Seek](#), with your resume and cover letter detailing your suitability for the role. If you have any questions about the role, please direct them to hr@stjohnsa.com.au

Due to the large number of applications, please refrain from making phone enquiries regarding this opportunity. St John SA does not accept calls from recruitment agencies.

St John SA values diversity in the workplace and is an equal opportunity employer. Employment is dependent upon a Criminal History check that St John finds satisfactory, a valid and current Working with Children Check, COVID vaccination certificate and the evidence of the right to work in Australia.

St John Ambulance Australia SA Ltd

ST JOHN AMBULANCE AUSTRALIA SA LTD

ABN 42 947 425 570

ACN 667 428 168

Head Office South Australia

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South Australia 5061

T: 1300 78 5646

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Job and Person Specification



Position Title:	Business Analyst & Support Specialist
Department / Function:	ICT
Reports to:	Chief Technology Officer
Award/Common Law	Common Law
Classification – Grade:	

About St John Ambulance South Australia

St John SA’s vision is to create a safe, supported, engaged and resilient South Australian community.

Our mission is to ensure the wellbeing of all South Australians is improved through St John SA’s delivery of innovative, client centred, and evidence-based health, community and educational products and services. All of our work is underpinned by a professional network of volunteers and staff.

Our work in local communities encompasses health services, social connection programs, youth programs, first aid training and product sales, and supporting people during times of disaster – including bushfires and floods.

St John SA acknowledges and pays respect to Australia’s Aboriginal and Torres Strait Islander Peoples, the traditional custodians of the lands, waterways and skies across Australia.

Position Summary and Requirements

The Business Analyst & Support Specialist provides detailed technical support and expertise for existing, new and emerging business systems across St John SA. In the context of St John Ambulance SA, business system is a broad definition and includes those used for commercial and volunteering purposes.

The Business Analyst & Support Specialist manages projects right through the product lifecycle including requirements gathering, delivery, training and post operational support.

The role requires attention to detail, ability to distil and express complex process, together with an excellent grasp of business operations.

As a member of a small team the Business Analyst Support Specialist is expected to perform other general duties as required of the department including helpdesk support, reporting, and more.

<i>Key Relationships</i>	
Number of Direct Reports:	•
Key Internal Relationships:	• CTO, ICT Team Members, St John Staff and Volunteer Managers, Team Leads
Key External Relationships:	• Vendors and professional services agencies (eg Web development agencies, Salesforce) St John National and St John peer organisations

Key Accountabilities	Key Tasks
ICT Project and Task Management	<ul style="list-style-type: none"> • With the CTO and wider ICT team plan, execute and deliver on IT enabled projects • Independently manage assigned projects and tasks • Work closely and technically manage vendors and work partners to design and implement effective IT solutions.
Business efficiency and improvement	<ul style="list-style-type: none"> • Work with user groups to identify opportunities for improvement of IT systems and process • Document, translate and map user requirements to system improvements with some data design • Build test cases and training documentation for system changes • Work with system users to fix system issues and ensure system and data integrity • Prepare and maintain documentation and process/data diagrams
Reporting and budgets	<ul style="list-style-type: none"> • Participate in budget and forecasting activities. • Proactively identify and act on opportunities throughout the budget year for efficiencies and cost savings. • Build reports and dashboards using available application toolsets and general BI.
Service delivery	<ul style="list-style-type: none"> • Resolve escalated helpdesk tickets in accordance with performance metrics • Triage and coordinate resolution of specific tickets with St John SA designated partners • Be a team player within the ICT department to ensure the unit is a high-performance team with an external “can do” attitude
Workplace Health & Safety	<ul style="list-style-type: none"> • Maintain current First Aid Certificate and Manual Handling Training • Proactively address safety and child protection matters • Ensure work station is kept safe and tidy • Undertake work station self-assessment on an annual basis • Ensure a safe and healthy work environment through compliance with WHS legislation and St John policies and procedures. Monitor and report on WHS arrangements in the learning environment • Follow safe and healthy work practices at all times, including reporting of hazards and incidents immediately, and referring WHS issues and requirements to manager

Knowledge, Experience and Capabilities

- A good track record in project management including user requirements gathering, preparation of technical documentation, estimation, and scheduling
- Knowledge and fundamental practical experience with integrated cloud-based system architectures – especially connected, integrated, API driven systems
- Operation, configuration and application of Salesforce CRM software is highly desirable
- Microsoft 365 suite experience including SharePoint and BI is desirable
- Some understanding of financial accounting systems and principles as applicable to a medium sized business is desirable.
- Experience resolving relevant support tickets and generally contributing to the day-to-day activities in an IT environment
- Ability to coordinate and liaise at a technical level with externals including vendors and other parties.
- Ability to convey and translate complex concepts in a language suitable for non-technical people
- Understanding of the application of cyber security practices in a business environment
- Working with Agile methodologies
- Ability to work and contribute as part of a high-performance team
- Willingness to demonstrate a high level of personal accountability
- Understanding of the application of cyber security practices in
- Demonstrated understanding and ability to interpret policy, procedures and relevant legislation
- Exposure to, or an understanding of, the dynamics and drivers of charitable organisations

Personal Attributes

- Able to prioritise own work tasks appropriately and manage multiple tasks and projects concurrently
- Collaborates and negotiates effectively with managers, peers and direct reports in order to achieve shared goals
- Able to promote an appropriate service action 'can do' attitude of the ICT Dept
- Aware of own emotions and those of others, takes these into consideration when interacting with others in the workplace
- Self-motivated and diplomatic
- Uphold the Values of St John

Qualifications

- A relevant tertiary qualification such as a bachelor's degree in Information Technology, Computer Science, related field or equivalent significant experience.
- Acquire (if not already held) and maintain current First Aid certification

Essential requirements

Position Description:

Version Date: April 2023

- Current South Australian Driver's License
- Must be prepared to relocate within St John should the need arise
- It is a requirement that this position undertake and hold a National Police Certificate and a current Working With Children Check both of which are acceptable to St John SA prior to the commencement of employment. Continued employment is subject to the maintenance of satisfactory checks.
- Will be required to undertake Child Safe Environments training within the first six months of employment

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