Gippsland Water

Join our team

Senior Business Analyst
Full time permanent

Position Description



About us

We provide services to more than 69,000 households and businesses across 43 towns, comprising a diverse, complex, and geographically dispersed asset base, with over 375 team members across eight departments.

So why choose us?

We exist to deliver reliable, high-quality water, wastewater and waste recovery services to ensure the economy and liveability of the central Gippsland region.

Our region is diverse which presents many challenges, and we play an important role in its ongoing stability and transition.

We're continuing to focus on:

- maintaining quality water and wastewater services for our customers at an affordable price
- our sustainable future and the future of the region, and
- the role we play in the future.

Our people

Our strategic priorities provide the direction and insight into how we will deliver on our vision, highlighting that our people play an integral role in our ability to achieve successful outcomes for our customers and the community.

We're committed to building a diverse and inclusive workplace and strongly encourage applications from experienced women and men, people with disabilities, LGBTIQ+, ATSI, culturally and ethnically diverse candidates to best represent and engage with communities we live and work in.

Our achievements

With a clear strategy, strong leadership and driving accountability in a consistent way across the business we've been able to drive a positive and constructive culture shift, and a sustained increase to employee engagement.

Our values

We take pride in partnering with the community in providing quality water and waste services so we can enjoy a healthy and sustainable Gippsland for generations to come.

Our values are:

- Safety and wellbeing
- Customer focussed
- Innovation
- Accountability
- Collaboration
- Integrity & Respect

What we have to offer

We are growing, innovative and commited to ensuring that Gippsland Water remains a great place to work. We do this by offering a flexible and stimulating workplace and investing in our people to enable us to adapt to the changing needs of our region.

But that's not all - it's also about freedom. We support our people to achieve their potential by providing the freedom to learn, explore and be true to their passion.

Interested to find out more?

For more information about our career opportunities and what we can offer you, please visit www.gippswater.com.au/careers

POSITION DETAILS

Position Title	Senior Business Analyst
Department	Corporate, Strategy and Technology
Reports to	Manager Enterprise Delivery
Direct Reports	Nil initially (future capability leadership expected)
Location	Traralgon
Employment Type	Full-time
Band	5

PURPOSE OF THE ROLE

Enable Gippsland Water to make informed decisions on enterprise technology investments by leading strategic business analysis, defining requirements and developing robust business cases that support the delivery of sustainable, organisation-wide capability and service outcomes.

KEY RESPONSIBILITIES

The role is responsible for the following core accountabilities:

- Lead strategic business analysis to inform enterprise technology decisions by assessing current and future state capability, identifying needs, analysing options and providing evidence-based recommendations aligned with organisational priorities and service outcomes.
- Develop and maintain high-quality business cases that clearly define problems, evaluate solution options and articulate costs, risks and benefits to support informed investment decisions and prioritisation of enterprise initiatives.
- Define and manage business requirements across the delivery lifecycle by ensuring requirements are clearly captured, documented and traceable, supporting effective solution design, testing and implementation.
- Support delivery of enterprise initiatives by providing business analysis leadership across projects, facilitating stakeholder engagement and ensuring solutions meet defined requirements and deliver intended benefits.
- Identify and manage data insights, risks and value outcomes by analysing operational and system data, assessing impacts and ensuring solutions deliver measurable

business, financial and service improvements.

- Strengthen business analysis capability across the organisation by establishing consistent frameworks, mentoring business analysts and uplifting practices to improve quality, consistency and maturity in enterprise delivery.

SKILLS, KNOWLEDGE AND EXPERIENCE

Essential

- Experience leading business analysis in complex enterprise technology or transformation environments.
- Experience in data and technology projects specifically, Oracle, Asset Management and Customer billing.
- Demonstrated capability in requirements gathering, options analysis and business case development.
- Experience supporting project delivery through requirements traceability, testing and process analysis.
- Strong analytical and problem-solving skills with the ability to interpret data and inform decision-making.
- Well-developed stakeholder engagement, influencing and communication skills.

Desirable

- Experience in regulated or public sector environments (e.g. water, utilities, government).
- Experience developing business analysis frameworks or uplifting organisational capability.
- Experience in consulting or advisory environments.

QUALIFICATIONS AND MANDATORY REQUIREMENTS

Essential

- Degree in Information Technology and/or extensive experience in Information Systems and Digital Technology.

Desirable

- Business Analysis certification (e.g. BABOK or equivalent).

Mandatory Requirements

- Police check.

HOW PERFORMANCE IS MEASURED

Performance in this role is assessed through:

- Quality, clarity and effectiveness of business cases and analysis outputs.
- Achievement of intended outcomes and benefits from enterprise initiatives.
- Accuracy and completeness of requirements and supporting documentation.
- Stakeholder confidence and engagement across business and delivery teams.
- Contribution to improved business analysis consistency and capability.



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