1 Business Analyst for Services Australia

ID
LH-08322

Description
We seek Business Analyst to understanding business processes and determining business requirements for systems.

Business Analysts identify opportunities to improve business models, operations, services and processes. They collaborate with stakeholders across the agency to clarify problems, explore opportunities, and support informed decision-making.

Senior Business Analysts lead complex analysis, and requirements work across workstreams to support delivery decisions.
They manage competing stakeholder needs, establish analysis approaches, and ensure requirements and traceability are effectively managed. They contribute to governance, risk and quality activities for programs.

Responsibilities
Delivery and Ways of Working

- Work within an Agile, multidisciplinary team to design and deliver iterative change on a two-week sprint cycle.
- Act with integrity by promoting workplace practices aligned with the APS Values and the APS Code of Conduct.

Elicitation and Stakeholder Engagement

- Coordinate complex elicitation activities, adapting techniques to address incomplete information, low engagement or conflicting inputs.
- Elicit business rules, constraints and pain points, and manage scope and change for medium-complexity initiatives.
- Manage stakeholder relationships across workstreams, resolving competing needs and ensuring requirements meet agreed quality standards.

Requirements Management

- Manage the requirements documentation lifecycle, including prioritising requirements, identifying gaps and confirming that requirements are testable.
- Coordinate the business analysis approach for medium-complexity initiatives, selecting appropriate methods and defining analysis deliverables.

Analysis and Modelling

- Conduct current state analysis to confirm business needs and improvement opportunities, and validate proposed solutions against agreed outcomes.
- Produce analysis artefacts that communicate complex concepts, using appropriate models to define scope boundaries and support risk assessment, including:
    - As-Is business process models
    - To-Be business process models
    - Detailed business user stories

Hiring organization
Services Australia

Employment Type
Contractor

Duration of employment
12 months with 2 extensions of 12 months each.

Job Location
QLD, ACT, VIC, NSW, SA

Valid through
19.11.2026

    - Integration data flow diagrams
    - Use case diagrams
    - Test cases

Planning, Risk and Change

- Contribute to change planning by identifying complex cross-functional dependencies, advising on sequencing risks and proposing logical implementation phases.
- Analyse and manage risks across complex projects, contribute to coordinated risk responses and escalate risks as required.
- Analyse change requests and design decisions for complex initiatives, assess their impacts and prepare recommendations for approval.

Quality Assurance

- Coordinate quality assurance, verification and validation activities to align business and technical teams, and assess defect severity and priority.

Qualifications

- Must have NV1 Security Clearance.

Knowledge / Qualifications

- Cyber security knowledge and experience
- Protective Security Policy Framework (PSPF)
- Information Security Manual (ISM)
- Essential 8 Strategies
- National Institute of Standards and Technology (NIST)
- Business modelling BSMO – Level 4
- Business process improvement BPRE – Level 5
- Business situation analysis BUSA – Level 4
- Feasibility assessment FEAS – Level 3
- Requirements definition and management REQM – Level 4
- Stakeholder relationship management RLMT – Level 5

Experience
One page pitch of less than 5000 characters needed to address all criteria specified.

Essential criteria

- Demonstrated experience in cyber resilience, security remediation or compliance initiatives within large and complex ICT environments, preferably within Australian Government or other regulated environments.
- Demonstrated and proven experience performing the duties and responsibilities relevant to the role being applied for, including the required technical skills, technologies, frameworks and methodologies identified in the RFQ
- Demonstrated experience applying cyber security frameworks, policies and standards, including the Protective Security Policy Framework (PSPF), Information Security Manual (ISM), Essential Eight and other relevant security and risk management frameworks.
- Demonstrated ability to engage, influence and collaborate with a broad

range of stakeholders, including senior executives, technical specialists, business representatives and external providers
- Must hold and maintain a current Negative Vetting Level 1 (NV1) Security Clearance

Desirable criteria

- Demonstrated experience delivering cyber security, infrastructure, ICT transformation or uplift activities within government agencies or complex ICT environments
- Experience working within large-scale enterprise environments involving cloud platforms, identity and access management, security operations, infrastructure, applications and data services.
- Demonstrated ability to deliver outcomes within tight timeframes while managing competing priorities, dependencies and stakeholder expectation
- Demonstrated ability to communicate complex technical and cyber security concepts to both technical and non-technical audiences and contribute to capability uplift through mentoring, collaboration and knowledge transfer activities.

Skills
Technical skills

• Archer IRM

• Vulnerability scanning tools:

o Rapid7

o Tenable

o Windows Defender

o Forescout

o Sentinel