

Business Process Analyst

Description

The *Business Process Analyst* will support the Legal Metrology Branch to deliver a major IT enhancement project for DISR; the Trade Measurement Activity and Reporting System Phase 4 Enhancement Project to deliver critical enhancements to the Microsoft Dynamics Customer Relationship Management (CRM) and associated NMI Services Portal (NMISP) as part of NMI's broader digital strategy. You will be the key team member working with the DISR Chief Information Officer Division (CIOD) and managers and users within the Legal Metrology and Physical Metrology Branches of the NMI. We're looking for candidates with strong analytical and communication skills, with knowledge of and demonstrated experience working with Dynamics 365 applications with external portals. You will examine, analyse, and improve business processes and systems to ensure that the Phase 4 Enhancement Project delivers value to end users.

Responsibilities

In this role you will;

- In consultation with stakeholders, you will analyse established business processes and procedures to identify improvements in line with the deliverables of the Phase 4 Enhancement Project.
- Act as a crucial bridge between stakeholders and CIOD, ensuring that business needs are effectively translated into technical solutions, particularly in relation to business process improvements.
- Construct documentation to support renewed business processes.
- Monitor the effectiveness of revised and renewed business processes, adapting the approach when new information is presented.
- Apply critical thinking to the project, and guide end users to adopt a similar mindset.
- Collaborate closely with developers, testers, project managers and other business analysts to ensure successful project delivery using an agile methodology.
- Conduct feasibility studies and impact assessments for proposed changes or enhancements.
- Conduct functional testing and assist business areas with User Acceptance Testing where necessary.
- Work collaboratively with other areas in the division, the department and across government to deliver outcomes and share knowledge.

Qualifications

Australian Citizenship with Baseline Clearance

Contacts

Please provide your (A) resume and (B) response in less than 3000 characters for each of the following criteria:

1. Software engineering or Agile software development experience (3000 characters)
2. Experience in digital transformation projects for complex organisations (CRM focus). (3000 characters)

Experience

The capabilities listed below describe the specific skills, knowledge and behaviours

Hiring organization

DISR

Employment Type

Contractor

Beginning of employment

11 November 2026

Duration of employment

until 30 June 2026.

Job Location

ACT, NSW, NT, QLD, SA, TAS, VIC, WA, Offsite

Last Date of Application

09.10.2024

Working Hours

All roles are full time and flexible work arrangements (work from home or working remotely) are considered on a case-by-case basis. Some interstate travel may occur to attend branch or leadership meetings.

required to successfully perform this job role, operating with a significant degree of independence and under broad direction:

1. Demonstrated experience as a Business Process Analyst supporting the delivery of IT enhancement projects, including a working understanding of Agile methodologies and human centred design principles.
2. Experience in delivery or use of Microsoft Dynamics 365 CRM and associated Microsoft tools.
3. Demonstrated analytical and problem-solving skills including the ability to attain, analyse and interpret varied data inputs.
4. Well-developed oral and written communication skills, with a high level of accuracy and attention to detail, including well developed negotiation and presentation skills for diverse audiences.
5. Build and sustain relationships; liaise with a range of stakeholders within and outside of the division.
6. Adhere to the Australian Public Service Values, NMI values and Code of Conduct and consistently behave in an honest, ethical and professional way.

Skills

- Software engineering or Agile software development experience.
- Experience in digital transformation projects for complex organisations (CRM focus).