Position description

Position title	Functional Analyst
Position number	200931
Classification level	D
Group	Corporate Services
Reports to	Functional Lead – Telecommunications/PDG
Location	1010 La Trobe Street, Docklands 3008
Date	March 2024
Tenure	Permanent full time

Our organisation

VicTrack is custodial owner of Victoria's rail transport land, assets and infrastructure. We work to protect and grow the value of the portfolio, to support a thriving transport system and make travel and living better for all Victorians. With much of our asset portfolio dedicated to rail transport – our land, infrastructure, trams, trains and telecommunication networks – our focus is on strategic asset management and supporting the delivery of better transport solutions.

Whether we're planning and managing the use of transport land, upgrading the telecommunication network or partnering on major infrastructure projects, our job is to ensure the state's assets continue to serve Victoria now and well into the future.

Our core functions include:

- delivering telecommunications infrastructure and services that form the backbone of the transport network from signalling, driver communications, public information displays and myki ticketing
- managing land set aside for transport purposes, including the development and sale of land no longer required for transport to optimise its use
- generating income through land sales and commercial leases that is reinvested into the state's transport system
- providing project management, engineering and construction services to deliver a range of government transport projects from Victoria's Big Build to station and car park upgrades
- managing transport facilities and assets, including the open access Dynon Rail Freight Terminal, heritage buildings and environmental preservation.

VicTrack is the custodial owner of most of Victoria's tourist and heritage assets and performs the role of Tourist and Heritage Registrar.

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Our business groups

Our business is made up of three specialist delivery groups – Property, Telecommunications and Project Delivery – supported by Corporate Services, Strategy & Transformation and the Office of the Chief Executive.

Our vision

As a part of the transport portfolio, we share a common vision as defined in the *Transport Integration Act 2010*:

"To meet the aspirations of Victorians for an integrated and sustainable transport system that contributes to an inclusive, prosperous and environmentally responsible state".

In realising this vision, we are working towards a transport system that promotes:

- social and economic inclusion
- economic prosperity
- environmental sustainability
- integration of transport and land use
- efficiency, coordination and reliability
- safety, health and wellbeing.

Our mission

To protect and grow our rail transport assets and drive reinvestment to service Victorians now and into the future.

Our values

- Professional – We make decisions with integrity and respect. By behaving professionally and ethically we win the trust of our colleagues, stakeholders and customers.

- Collaborate – We collaborate to get things done efficiently and effectively. We have greater opportunity through leveraging our collective knowledge, building stronger bonds and respecting each other.

- Achieve – We perform our roles with integrity and skill. We hold ourselves accountable for delivering what is needed and own both our successes and mistakes.

- Innovate – We embrace all new ideas that bring about change that adds value. We become more efficient, effective and competitive.

Dimensions

Reporting relationships

The Functional Analyst reports directly to the Functional Lead – Telecommunications/PDG.

Budget

N/A

Other

Direct reports: 0

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Purpose of the position

The Functional Analyst supports IT & Digital Services in the delivery of VicTrack's multiple initiatives, adding business value by aligning objectives, scope, improvement opportunities and requirements.

This position will play a critical role providing functional/technical analysis to support business as usual and to ensure successful 'build' of approved projects and minor enhancements from start to finish for all parts of the business.

This position will also assist the delivery of quality assurance practices and/or hands on functional testing.

Key accountabilities and functions

- Provide functional analysis expertise and direction to implement business and user requirements, produce specification documentation including technical specifications, process models, user cases and acceptance criteria for all BAU and project work.

- Work closely with Functional Lead – Telecommunications/PDG and contribute to the Enterprise Applications roadmap and rationalisation strategy; design, develop and build software functionality for new systems and enhancements to existing systems using standard software development lifecycle methodologies.

- Provide Level 2/Level 3 support which includes developing minor enhancements to help resolve application issues and coordinate activities with the service desk and software vendor partners to rectify defects quickly and efficiently for Telecommunications /PDG enterprise applications.

- Coordinate the transition of new software releases, or modified applications into production. This includes assisting with User Acceptance Testing (UAT) activities to ensure systems are ready for deployment and providing technical advice to the Functional Lead on application release notes to assist in upgrade determinations and business impacts and benefits.

- Maintain comprehensive documentation for changes in functional and business specifications by developing or revising universally understood policies and procedures for use in training and manuals.

- Develop 'how to' guides and knowledge transition documentation for the IT Operations team to ensure a smooth transition of newly implemented projects.

- Provide technical advice to the selection and evaluation of platforms/solutions to support business requirements and ensuring alignment to enterprise strategy and architecture in consultation with the Security and Architecture team.

- Master the technical solution integration between systems to provide functional analysis or advisory support to projects.

- Participate in management meetings as required to communicate progress and requirements to ensure VicTrack's objectives are being met.

- Develop solution options that are innovative, cost effective, aligned with the enterprise architecture and support the commercial focus of the organisation. Research and recommend innovative and automated approaches for system administration.

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Customer focus

VicTrack staff practise customer focus by recognising the importance of valuing customers (internal and external) and ensuring that all activities are oriented towards meeting customer needs. We listen to customers about their expectations and focus on delivering solutions that address their needs. Customer focus also includes proactively seeking and acting on feedback to enhance the customer experience.

Safety and environmental responsibilities

Ensure safety and environmental instructions are adhered to and report any inappropriate practices and incidents. Comply with the *Occupational Health and Safety Act,* as it applies to self, tenants and customers, and environmental legislation in regard to preserving the environment.

Rail safety

All staff who may be required to come into contact with rail activity, including design work and the management of other staff, must:

- be responsible for their actions where those actions can in any way affect or compromise railway safety
- be aware of the railway safety requirements associated with their duties and responsibilities
- take whatever action is possible to prevent unsafe conditions and/or incidents
- report any railway safety problems/hazards to the Manager Safety
- safely access the rail corridor.

Individual attributes

Qualifications

- Tertiary qualifications in Computer Science, IT, Business Systems or equivalent
- Qualifications in Six Sigma Lean methodologies highly regarded
- ITIL v4 Foundation Certification

Knowledge and experience

- Experience in system administration and configuration of ServiceNow platform
- Sound knowledge and experience in adopting industry best practice frameworks, methodologies and processes in order to uplift business capabilities to add business value
- Sound understanding of business improvement principles and their application
- Demonstrated track record of functional analyst activities, including the design and development of solutions, process review and documentation
- Demonstrated experience with or exposure to supporting the following application types: Billing, Configure Price Quote, CRM, Service Management, Time Sheeting, Resource Planning, Asset Management, Business Productivity Tools, Configuration Management
- Detailed knowledge of system development lifecycle, associated techniques and technical environments
- Experience delivering projects on time and budget, preferably in the Enterprise Application environment
- Experience working with business technology, preferably with strategic consultancy, business transformations and business systems development

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Skills

- Ability to translate verbally described processes into detailed process maps, while challenging the reasoning for the current process
- Ability to develop effective working relationships across all levels within the business
- Analysis skills to translate business strategies, goals, objectives and innovative ideas into actionable projects or initiatives
- Strong interpersonal, written and verbal communication skills
- Highly organised and able to prioritise conflicting deadlines and manage the expectations of others
- Demonstrated technical writing skills with the specific ability to document technical specifications – ability to draft documentation suitable for Board level
- Good computer and software skills, particularly Microsoft Office
- Demonstrated strong customer focus particularly in a commercial environment
- Ability to manage the product backlog of key systems

Interpersonal and other features

Internal relationships

- All VicTrack employees

External relationships

- Government departments and agencies
- All VicTrack customers
- Regulators
- Subcontractors
- Carriers and vendors

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