

# BUSINESS ANALYST

The Business Analyst (BA) assists in the development and implementation of business transformation projects. This involves working closely with stakeholders to understand business problems, gather and analyse data, and develop a range of processes and systems that will help drive organisational growth and success in improving community experience. The role also includes monitoring and meeting project deadlines, and contributing to ongoing improvements to corporate databases, processes and systems.

## Key Duties may include

- support delivery of multiple projects across the organisation, whilst maintaining effective and responsive engagement with stakeholders, communications, and support
- provide assistance in relation to project deliverables by monitoring and reporting on the status of projects, and research and analyse options to assist in informed decision making
- develop, maintain, and enhance corporate databases and reporting systems that support informed decision making from a customer centric lens
- assist with project communications including implementation of communication plans, training, and liaising with internal and external stakeholders.
- undertake project administration, such as raising purchase orders, maintaining records and preparing documentation, work instructions and contributing to reports.

## Entry into this role:

To become a Business Analyst, you typically need a combination of education, relevant skills, and sometimes certifications. Here's a comprehensive guide on the qualifications required:

### 1. Educational Qualifications

#### A. Bachelor's Degree:

- **Field of Study:** A degree in Business Administration, Management, Information Technology, Computer Science, Finance, or a related field.
- **Examples of Institutions:**
  - **University of Melbourne:** Bachelor of Commerce
  - **Monash University:** Bachelor of Business
  - **Deakin University:** Bachelor of Information Systems

## 2. Professional Skills and Knowledge

### A. Analytical and Critical Thinking:

- Strong ability to analyse business processes, identify issues, and suggest improvements.

### B. Communication Skills:

- Excellent verbal and written communication skills to interact with stakeholders.

### C. Technical Skills:

- Familiarity with databases, SQL, and data analysis tools.
- Proficiency in Microsoft Office Suite (Excel, PowerPoint, Word).
- Understanding of business intelligence software (e.g., Tableau, Power BI).

### D. Project Management Skills:

- Knowledge of project management methodologies (e.g., Agile, Scrum).

## 3. Professional Certifications (Optional but Beneficial)

### A. Business Analysis Certifications:

- **Certified Business Analysis Professional (CBAP):** Offered by the International Institute of Business Analysis (IIBA).
- **Entry Certificate in Business Analysis (ECBA):** For entry-level business analysts, also offered by IIBA.
- **Certification of Competency in Business Analysis (CCBA):** For business analysts with 2-3 years of experience, offered by IIBA.

### B. Project Management Certifications:

- **Project Management Professional (PMP):** Offered by the Project Management Institute (PMI).
- **Certified ScrumMaster (CSM):** Offered by the Scrum Alliance.

## 4. Gain Relevant Experience

### A. Internships and Entry-Level Positions:

- Look for internships or entry-level roles in business analysis, data analysis, or project management to gain practical experience.

### B. Industry Experience:

- Experience in the specific industry you wish to work in (e.g., finance, healthcare, IT) can be highly beneficial.

## 5. Continuous Learning and Development

### A. Advanced Degrees (Optional):

- **Master's Degree:** Consider pursuing a Master's in Business Administration (MBA) or a Master's in Information Systems for advanced roles.
- **Examples of Institutions:**
  - **University of Melbourne:** Master of Business Administration
  - **Monash University:** Master of Information Technology

### B. Workshops and Online Courses:

- Engage in workshops, seminars, and online courses to stay updated with the latest trends and tools in business analysis.