

TECHNICAL BUSINESS ANALYST

Job Description

CASTLEPOINT SYSTEMS

Canberra, ACT
London, UK

Phone 1300 996 905
Email info@castlepoint.systems



TECHNICAL BUSINESS ANALYST JOB DESCRIPTION

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Summary

Job Title	Technical Business Analyst
Job Type	Full-time ongoing
Location	Office location, provision for remote work
Reports to	GM Product
Remuneration	\$85,000 to \$95,000 per annum excluding Superannuation

Company background

Castlepoint is a disruptive solution that provides command, control, and compliance over all information, in every system, through a single pane of glass. Castlepoint reads, registers, classifies, and manages information from all systems in a network, using Artificial Intelligence.

Castlepoint Systems is dedicated to ensuring that our operations are conducted ethically, in accordance with applicable laws and best practices, and in the best interests of our clients, our community, and the environment. Our vision is to make the world a better place by changing the way organisations manage information, so that people, communities, and companies are safer and smarter.

We have committed to becoming an employer of choice, one that attracts likeminded, hardworking people through flexibility and other real, developmental benefits that improve the lives of our staff. We are a feminist company, and believe strongly in supporting men and women to take equal roles in the workplace and at home. We enforce pay equity, and pay superannuation throughout parental leave. We seek to employ people who represent community demographics, including younger and older people, indigenous people, migrants, people with a disability, and LGBTQIA+ people. We also provide a fantastic working environment, with meals provided, sit/stand desks for all staff, modern equipment, free parking, multiple work spaces (including outdoor), in a leafy and accessible central location.

To help ensure that our employees can enjoy a high standard of living, we pay above the market rate for their skills, qualifications, and experience level. We then invest heavily in our people with formal Development Plans, reviewed twice-yearly, committing to internal mentoring, paid training, and other development opportunities with a goal of continually increasing their marketability. As employee skills increase, we assign more responsibilities, and we then adjust their wages and titles upwards commensurately. We also support employees to develop skills and experience in areas not directly related to their roles if they have an interest in those types of development. We have a policy of salary transparency for all employees, including the Executive, to help combat unconscious bias and foster gender equality.

Castlepoint also supports our employees with an Employee Assistance Plan, and skilled HR professionals with experience in mental health and workplace cohesion. We support our staff to practice religious and cultural observance during work time using flexible working arrangements, and to be free of discrimination based on their beliefs. We encourage communication between all areas of the business, and provide regular updates from the executive team on company activities and initiatives. Our culture is genuinely supportive, and employee satisfaction is extremely high.



Position Overview

Primary purpose of the position

The Technical Business Analyst works closely with our developers, clients, and Executive to help make good ideas become great solutions. The BA is the person who can capture a great idea, think it through, map it out, and show how it can succeed.

To be successful in this role, you will need to be experienced and versatile, with excellent documentation skills. Your duties will include documenting business and UX requirements, creating technical documentation, and mapping business processes and process improvements. You will also use your excellent writing skills to create the content that will assist our customers to get the best use of our product, by updating the wiki and our release notes.

The Technical Business Analyst goes beyond traditional BA tasks, to develop not only business requirements (from stakeholders and policies), but also functional and non-functional requirements. The Technical BA must have technology experience and understanding, and be able to help design technical solutions to solve business problems. This role is the bridge between the business and the developers, and produces technical artefacts as well as business-facing documentation.

The Technical BA is involved throughout the lifecycle in analysis, design, testing, and training. You will have data analysis skills and systems integration experience, and will have previously supported integration testing, UAT, and unit testing through development of test cases.

Key Challenges

The working environment is busy, with competing demands. It is vital to have a strong grasp of time and resource management, a proactive communication style, and great organisation skills. The ability to juggle conflicting priorities is important, as the company is growing rapidly with new clients onboarded weekly. Each client may have new or different requirements beyond the core capability, which need to be rapidly incorporated into the development pipeline. Many of our clients are secure Government departments, and a security clearance (or eligibility to obtain one) is a requirement.

Duties and Responsibilities

Responsibility	Breakdown of Tasks	Outcomes/Measures
Requirements and Design 60% time/effort	Requirements and business rule capture and documentation	Requirements catalogues developed and maintained with traceability
	Business process reengineering	Gap analysis, TCO/ROI is quantified
	Cost-benefit analysis and BRP	Clearly articulated features documented in Azure DevOps enabling the development team to size and estimate the work required.
	Business Case development	Clearly articulated features documented in Azure DevOps enabling the development team to size and estimate the work required.
	Requirements traceability management, RACI mapping	Dependent requirements are linked, and work effort estimated, to align with product delivery plans.
	Development of functional and non-functional requirements	Dependent requirements are linked, and work effort estimated, to align with product delivery plans.



Responsibility	Breakdown of Tasks	Outcomes/Measures
Technical documentation 25% time/effort	Develop architectures	Technical Architecture documents outline system capabilities and dependencies so that developers can understand requirements.
	Benchmarking and opportunity analysis	
	Develop test cases	Test cases are clearly documented for internal staff to understand and follow.
	Develop solution designs and as-built documentation	Enterprise solution documentation articulates the features and business goals that need to be met.
Training documentation 15% time/effort	Provide design and Product Description input to bids, proposals, and tenders	
	Wiki updates with changes and new features	Wiki is kept up to date, clear, and correct
	Release notes creation	All features documented in a user-friendly manner outlining what is new/changed or removed

Skills and Experience

Qualifications:

- Bachelor of Computer Science or equivalent (desirable)
- Certifications relevant to the role (essential)

Experience:

- 2 years previous experience in a similar role
- 5 years previous experience in technology roles

Skills:

Knowledge, skills, and abilities	Essential	Desirable
Business and systems analysis	<input checked="" type="checkbox"/>	<input type="checkbox"/>
BPMN or similar business process modelling	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Research and evaluation for solution options analysis	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Business drivers and measurable objectives mapping	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Requirements management (including change management)	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Stakeholder management and communications	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Use case and/or test case development	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Software and/or systems development/programming and/or operating systems	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Business and systems graphing and diagramming (MS Office)	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Excellent verbal and written communication	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Organised and able to meet deadlines	<input checked="" type="checkbox"/>	<input type="checkbox"/>
SaaS, records management, cyber, or audit experience	<input type="checkbox"/>	<input checked="" type="checkbox"/>