



Position Description

Technical Business Analyst

Reporting to:	Technology Projects Lead
Department:	Technology Services
Location:	Initially St Martha's, Leichhardt <i>75 Elizabeth St Sydney (first quarter 2027)</i>
Employment Status:	Full-Time, Maximum Term Contract to November 2027
Modern Award Coverage and Classification:	Award-free

The Position: The primary purpose of the Technical Business Analyst is to provide business analysis services to the Catholic Archdiocese of Sydney.

The business analyst will define, analyse and execute changes that lead to improvements. They will elicit and capture requirements, develop short form business cases, participate in project planning, and support project execution. This role is committed to the discovery and development of innovative solutions that will help guide the Archdiocese and its Parishes into the future.

A key aim of this role is to support the Technology Projects Lead and the broader Technology Services function by ensuring technology solutions meet objectives, in line with user requirements and technology strategy.

Responsibilities: The Technical Business Analyst is accountable for:

- Creating Project Briefs for IT change ideas, uncovering real requirements and benefits, turning business ambition into actionable stories
- Develop end-to-end requirements for projects and IT change, including user journeys, system interactions, integrations, and acceptance criteria
- Facilitating workshops and stakeholder meetings to gather, document, and translate business requirements into functional specifications
- Applying analytical rigor to investigate operational problems and opportunities, defining clear requirements for a solution
- Act as a key liaison between business stakeholders and IT teams to ensure successful solution delivery
- Define acceptance criteria and support User Acceptance Testing (UAT), change management and post-implementation activities
- Drive continuous improvement initiatives, while ensuring solutions meet quality, compliance, and delivery timelines

- Example deliverables include; project briefs, requirements specifications, process maps, business cases, benefits realisation plans, and user acceptance criteria.
- Contribute to the enhancement of business analysis practice, tools, and templates
- Analysing processes, systems, and business applications to uncover opportunities for improvement in alignment with strategic ICT objectives.
- Partnering with stakeholders across the Archdiocese and its Parishes building and maintaining strong relationships
- Performing other duties as directed

Inter-relationships: The Technical Business Analyst will engage with a variety of internal and external groups, primarily including:

- **Technology Services team:** Work closely with the broader Technology Services team to align business analysis activity with strategic, technical, and delivery goals.
- **ICT Senior Technology Lead:** Support the ICT Technology lead by providing business analysis capability across the IT change portfolio; escalating material risks or issues as required.
- **Chancery Clergy and staff:** Provide timely and quality services support and advice in assessing needs and improving practice, systems, process, etc.
- **Assist** with analysis and advice regarding existing and improved technologies and processes.
- **Archdiocesan Technology: Governance forums** Provide inputs, reports and feedback as required.

Qualifications and Experience: The ideal Technical Business Analyst will have:

- Relevant tertiary qualifications in Information Technology, Business, or a related field, with at least five years' experience in a similar role.
- Experience in public sector, education, or not-for-profit environments (desirable).
- Demonstrated skills and knowledge of tools for requirement elicitation, running workshops, and stakeholder interviews
- Proven analytical abilities with experience in generating process documentation and reports.
- Experience using tools such as Visio, Lucidchart, Miro, or equivalent for process mapping, and Jira or Asana for backlog management.
- Familiarity with structured analysis techniques (e.g., BPMN, UML, or user story mapping).

- Experience with MS Excel, MS word, data visualisation tools and delivery methodologies.
- Flexibility and a “can-do” approach to the role.
- Demonstrated commitment to client service and a willingness to be accountable for their performance.
- Demonstrated commitment to the ethos and values of the Catholic Church.

Attributes: The Technical Business Analyst will demonstrate:

- Professional manner and a high level of integrity.
- Excellent communication and interpersonal skills, with a proven ability to translate data into actionable insights for diverse audiences.
- Strong analytical and problem-solving skills with a well-ordered approach to work.
- A proactive and collaborative approach with a commitment to ensuring deadlines are met.
- The ability to develop and maintain positive and effective working relationships with internal and external stakeholders.
- A commitment to complying with the Archdiocese’s standards, policies, obligations and initiatives including performance, conduct, safety, safeguarding, and modern slavery risk management.

Performance Management: The performance of the Technical Business Analyst will be assessed on a regular basis having regard to:

- Their performance on the key responsibilities and attributes for this role as demonstrated by organisational impact and improvement.
- Their ability to support the delivery priorities of the Technology Projects Lead and the strategic technology objectives of Technology Services.
- Quality and timeliness of deliverables
- Service levels and the level of satisfaction expressed by key stakeholders.
- Their ability to develop and maintain effective working relationships with Technology Services staff, agency stakeholders, and external vendors.

The Archdiocese is wholly committed to ensuring the safety, well-being and dignity of all children and adults at risk, and acknowledges its important legal, moral and spiritual responsibility to create a safe and nurturing environment for those children and adults at risk. The Archdiocese has a zero-tolerance approach to child abuse. Staff are encouraged to read the [Archdiocese Commitment Statement and Safeguarding Policy](#)

Additionally, the Archdiocese is committed to continuous improvement to assess and address the risk of modern slavery in its operations and supply chains and to report annually on these actions in the form of a Modern Slavery Statement.