

Job Description

18 February 25



Technical Business Analyst TV & Online Content

Reports to: Lead Agile Business Analyst, Streaming and Digital Products

Direct reports to this position: N/A

SBS Values, Vision and Purpose

The Technical Business Analyst is responsible for undertaking their work in a way that reflects SBS's Charter, Vision and Values and complies with relevant SBS policies, procedures and practices. At SBS, we expect you to be audience obsessed, be bold and brave, embrace difference, participate fully and ensure that we look out for one another. We are all working together to fulfil SBS's purpose and create a more cohesive society.

Division Purpose – TV & Online Content

To make SBS Australia's most distinctive media organisation focused on delivering a clear promise to our audiences, to inspire them to seek out different perspectives, to feel a sense of connection, belonging and empowerment.

Role Purpose

This Technical Business Analyst will work across multiple software delivery teams in Streaming and Digital Products. Primary responsibilities include technical business analysis and requirements gathering, as well as helping with estimation, planning and reporting in an Agile working environment. They are expected to assist in the delivery of the product roadmap alongside the Product team.



Main Responsibilities

The Technical Business Analyst will have the opportunity to work across multiple delivery teams within the Streaming and Digital Products space at SBS, responsible for the online presence for multiple home name brands such as SBS On Demand, SBS News and SBS Audio. On top of working across these brands, you'll get the opportunity to work across product enhancements that directly tie into the user experience for events such as the FIFA World Cup, Tour de France and Eurovision.

Technical Business Analysis

- Work with Product Managers and other stakeholders to understand problems and help develop requirements for solving them
- Gather requirements from various parts of the business to prioritise work
- Contribute to and facilitate technical planning between business and development teams
- Manage dependencies inside and outside of a direct team
- Business process and systems documentation

Managing multiple delivery streams

- Manage portfolio of delivery initiatives
- Plan and manage backlog with Product Owner
- Formally and informally report on progress, risks and issues
- Stakeholder management and communication
- Facilitate collaboration across cross functional teams
- Ability to be reactive as well as forward plan
- Collaborate with teams to ensure operational stability

Requirements

Essential:

- At least 3-5 years of experience as a Business Analyst in the Software Development field
- Ability to understand complex technical systems, architectures and products
- Experience in complex business environments
- A proven track record to deliver products and projects
- Highly proficient in Atlassian suite
- Excellent communication and facilitation skills
- Ability to evaluate conflicting priorities with ease
- Organised, transparent, understandable

Desirable:

- Digital media experience
- Video on demand product experience
- Publishing and content management system workflow product experience
- Audio/podcast product experience
- Experience playing the role of SCRUM master across multiple delivery teams
- Strong experience in mentoring and managing delivery teams
- Knowledge of digital advertising
- Certified in agile methodologies
- Focus on continual improvement of both the rituals and Scrum teams and implement these changes efficiently
- Experience in product management



Key Capability		
Capability	Level	Behaviour
<u>Coaching</u>	Self	<ul style="list-style-type: none"> • <i>Is self-aware and understands own barriers to learning</i> • <i>Shows willingness to overcome personal challenges to learning</i> • <i>Improves performance by applying new skills</i> • <i>Seeks regular feedback</i> • <i>Identifies performance barriers in peers</i> • <i>Applies active listening with patience and openness</i> • <i>Knows when and how to use open and closed questions</i> • <i>Exhibits a coaching style when working with others</i>
<u>Adaptability and Flexibility</u>	Self	<ul style="list-style-type: none"> • Smoothly handles multiple demands and shifting priorities • Deals with interruptions positively • Modifies approach to suit different people • Is open to different points of view • Copes with organisational change positively • Deals with a minimal degree of ambiguity in own role
<u>Influence and Persuasion</u>	Self	<ul style="list-style-type: none"> • Uses reason, data, facts and figures to express ideas and opinions • Provides well-reasoned arguments • Presents features and benefits of an idea, plan, product or service • Is persuasive when required • Identifies points of agreement and/or disagreement • Clarifies understanding & seeks commitment • States own point of view whilst acknowledging & respecting the views of others
<u>Innovation</u>	Self	<ul style="list-style-type: none"> • Generates original solutions to problems • Contributes to creative thinking and ideas • Makes suggestions to refine current processes and procedures to create optimum efficiency • Participates in the implementation of new processes and procedures that improve current performance
<u>Interpersonal Sensitivity</u>	Self	<ul style="list-style-type: none"> • Is attentive towards others and seeks to understand the viewpoint of others (in terms of perspectives, attitudes, interests and position) • Recognises the needs and motivations of others • Is sensitive to verbal cues in one-on-one interactions • Is sensitive to non-verbal cues in one-on-one interactions • Understands implicit and explicit emotions • Is respectful towards others & provides a reassuring presence
<u>Learning Orientation</u>	Self	<ul style="list-style-type: none"> • Takes part in organised learning and development opportunities • Recognises ideas that are similar to their own



		<ul style="list-style-type: none">• Readily assimilates new information• Benefits from information and structured approaches to learning• Learns affectively from own experiences, both positive and negative• Seeks feedback on own performance
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Workplace Health & Safety

In relation to Work Health & Safety, you must comply with your safety responsibilities as detailed in relevant Acts, Regulations, Standards, Codes of Practice and the SBS Safety Management System (SMS)

All workers are required to:

- Take reasonable care for own safety and safety of others
- Cooperate with policies and procedures and directions from management with regards to health and safety
- Where hazards are identified, report them to line manager and take corrective action where able
- Report all work related incidents to line manager within 24 hours of occurrence
- Ensure workers, visitors and clients are :
 - made aware of their WH&S responsibilities
 - have received adequate safety induction and other WH&S information, instruction and training to enable them to conduct their work safely
 - follow safe work practices