POSITION DESCRIPTION

TECHNICAL BUSINESS ANALYST

Location: Robina, QLD (or other major CHL office)
Reports to: Head of Technology
Supervises: N/A
CHL Capability Band: #2

Primary Purpose	The Technical Business Analyst plays a pivotal role in designing, implementing, and optimizing technology solutions within the Microsoft ecosystem and beyond, including CHL's Zavanti property and tenancy management system (built on Dynamics 365) and Microsoft Business Central as well as Power BI, Power Automate and Power Apps. This role involves delivery within digital transformation initiatives and business process improvements, to help ensure the effective use of technology in support of the organisation's operations. The Technical Business Analyst will collaborate with the Systems Analysts, BI Analyst, Systems Developer and others in the Technology Team, as well as with other teams and stakeholders, to ensure that systems are efficient, effective, and aligned with the organisation's mission of providing affordable housing.
Context	This is an important role contributing to CHL's vision of a world without housing poverty and is a role model for CHL's values, vision and goals. Staff working at this level are expected to manage work practices for the health and wellbeing of staff, promote and adopt a balanced and positive approach to work and ensure health and safety risks are addressed.
Work Health & Safety	Ensure all tasks and activities associated to the role's operations comply with WHS legislation, relevant State jurisdiction and CHL health and safety policies, procedures and directions
Responsibilities	The Technical Business Analyst will: 1. Collaborate with stakeholders to gather requirements, develop business cases, and deliver custom solutions that meet organizational needs. Facilitate workshops and ensure clear communication between business and technical teams. 2. Analyse business requirements and design system solutions to meet the needs of the organisation. This includes creating detailed specifications and system documentation. 3. Analyse, map, and optimise business processes to improve efficiency and effectiveness, using industry-standard approaches for process modelling and workflow automation. 4. Lead the design and implementation of technology solutions using Microsoft Dynamics 365, Business Central, and the Zavanti property and tenancy management system along with other elements of the Microsoft Power Platform as well as non-Microsoft systems and APIs. Ensure solutions are scalable, maintainable, and secure. 5. Provide second-level technical support where relevant, troubleshoot issues, and develop/deliver training programs (in concert with the Learning & Development function) to help ensure staff are proficient in using systems. 6. Design data models and reporting dashboards for implementation within Power BI to provide advanced data analytics and operational insights. Capture and prioritize reporting and regulatory requirements. 7. Lead and participate in projects related to system upgrades, integrations, and new implementations. Help to ensure that projects are delivered on time and within budget. 8. Assist with integration of CHL systems including but not limited to Zavanti, Business Central & HR systems as well as any other relevant external systems and services, helping to ensure seamless data flow and system interoperability. 9. Oversee data migration, cleansing, and integration efforts. Design and document API and integration specifications for seamless data flow and system interoperability. 10. Maintain awareness of industry developments and emerging technologies, identify opportunities for process and system improvements, propose solutions, and assist with implementations to enhance efficiency, productivity and user experience. 11. Liaise with external vendors for their input on potential solution designs. 12. work flexibly, with occasional travel to other sites and after-hours work as needed.

Technical Skills, Experience & Qualifications:	• Bachelor's degree in IT, Information Systems, Computer Science, or a related field (or equivalent experience). Relevant industry certifications highly regarded. • Minimum of five years of experience in a similar role, preferably including time within a not-for-profit or the community housing sector. Proven track record of delivering in digital transformation initiatives and optimizing business processes. • Proven skills and experience in business process modelling, process re-engineering, and workflow automation. • Familiarity with Microsoft Dynamics 365, Business Central, Power BI and other aspects of the Microsoft Power Platform. • Experience with APIs and automation development and integration design. • Familiarity with the Zavanti property and tenancy management system would be an advantage. • Strong analytical and problem-solving skills • Excellent communication and interpersonal skills, and the ability to work collaboratively with diverse teams. • Experience in Agile methodologies, risk mitigation, and change management. • Ability to adapt to changing priorities and work in a fast paced and fluid environment. • High level of attention to detail and commitment to accuracy. • Passion for CHL's mission of providing affordable housing and improving the lives of the community. • Satisfactory Police Check and Working with Children Check.
Key Capabilities	**Client Focus -** Demonstrates detailed knowledge of client issues and ensures service delivery responds to client needs. **Achieves Results -** Monitors work progress and manage priorities with a commitment to achieving quality outcomes **Technology -** Displays in-depth knowledge of technical applications relevant to the role. **Solves Problems -** Uses experience and knowledge of work area to assist in the development of solutions for day-to-day problems. **Continuous Improvement -** Responds proactively to a continuous improvement environment and changing circumstances and adjusts activities when necessary. **Gathers information -** Draws on information from multiple sources to inform work practices. **Communication -** Confidently presents messages in a clear, concise and articulate manner using the most appropriate medium. **Nurtures Relationships -** Builds and sustains positive relationships with team members, stakeholders, and clients. Anticipates and is responsive to client and stakeholder needs and expectations. **Professionalism & Accountability -** Takes responsibility for own work tasks, utilises the specialist expertise of others within CHL and contributes own expertise to achieve outcomes for the business unit. **Transition & Change -** Actively participates in and engages with business improvements/changes.