



Administrators & Advisers

# INDEPENDENT FUND ADMINISTRATORS & ADVISERS PTY LTD

**POSITION TITLE:** Business Analyst  
**BUSINESS AREA:** Transformation & Portfolio Management Office  
**EMPLOYMENT STATUS:** 12 Month Maximum Term Contract

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## PART A – POSITION SPECIFICATION

### 1. Position Objectives

To assist in providing a practical and effective interconnection of the IFAA business areas with the IFAA information technology areas and vendors for the purpose of maintaining and developing the superannuation administration applications, processes, communications and reports used by IFAA.

To achieve this, the Business Analyst will be involved in business systems and process developments or changes which result from new product changes, legislative changes, IFAA initiatives or changes to existing applications and major recurring business processes.

### 2. Reporting and Team Relationships

***Position reports to:***

Head of Transformation & Portfolio Management Office

***Other work relationships:***

Project Managers  
Other Business Analysts  
Administration Services  
IT Development and Operations  
Corvus Technologies  
Financial Services  
Trustee Services  
Marketing  
Human Resources  
SCS  
IFAA Clients

### 3. Key Responsibilities

- Role specific**
- Work closely with business areas and clients to evaluate and document strategic initiatives, business system requirements, processes, member communications and data reports.
  - Work closely with information technology areas to maintain and develop superannuation administration applications.
  - Provide hands on support of superannuation administration applications and related software.
  - Involvement in co-ordinating or completing Systems Testing, Data Testing and User Acceptance Testing.
  - Participate in business and client projects.
  - Assist with application software releases.
  - Complete and co-ordinate requests to software vendors.
  - Document impact assessments from projects and software development.

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|-------------------------------|---|
| <b>Customer Service</b>       | <ul style="list-style-type: none"> <li>• Ensure responsiveness to and focus on customer expectations and experiences, regularly monitor and manage outcomes, interactions and quality.</li> <li>• Establish and maintain strong working relationships with IFAA staff, clients and external service providers.</li> <li>• Provide regular updates of work status to Project Manager.</li> </ul>   |
| <b>Continuous Improvement</b> | <ul style="list-style-type: none"> <li>• Support the concept of continuous improvement at all times. Contribute to improvement in existing procedures, processes, systems.</li> <li>• Keep up to date with technical, procedural and legislative changes relevant to the area and ensure participation in training programs.</li> </ul>   |
| <b>Other</b>                  | <ul style="list-style-type: none"> <li>• In addition to the above, undertake any other duties as required from time to time.</li> <li>• Uphold and promote the IFAA values of Client Focus, People Focus, Quality, Integrity, Teamwork and Flexibility at every opportunity.</li> <li>• Actively ensure own health and safety and the safety of others through understanding and implementing workplace health and safety obligations.</li> </ul> |

## **PART B– PERSON SPECIFICATION**

### **1. Qualifications**

- A commerce related or information technology related Degree is highly regarded.
- Business analyst qualifications are highly regarded.
- Completion of relevant industry training. Eg. RG146 qualification will be highly regarded.

### **2. Knowledge & / or Experience**

Experience in or willingness to learn the following:

- Understanding of the System Development LifeCycle (SDLC)
- Previous experience in a superannuation/financial services environment.
- Excellent knowledge of superannuation/financial administration procedures and processes and other related practices, record keeping procedures and systems.
- Excellent knowledge of the superannuation legislation impacting on the business environment (particularly SuperStream changes)
- Excellent knowledge of Fund rules/trust deeds, insurance, charges/fees and investments.
- Good knowledge of testing processes and methods.
- Good knowledge of data analysis techniques
- Good knowledge of SQL.

### **3. Key Skills/Attributes**

- Ability to work without close supervision.
- The ability to develop strong working relationships.
- Excellent time management and organisational skills.
- Excellent communication skills, both written and verbal.
  - Ability to effectively convey information and requirements to others.
  - Ability to understand information received from others and clarify as necessary.



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- Excellent analytical and investigative skills.
- Ability to identify and recommend improvements to work processes and practices.
- Ability to identify and resolve issues or problems.
- Ability to co-ordinate and monitor activities/tasks for completion of business projects and service requests.
- Proficient in use of superannuation administration applications.
- Proficient in the use of Microsoft Word, Excel, Outlook
- Ability to learn and use software applications and utilities used in business process specification, testing, user Help facilities, and system documentation.

Manager: \_\_\_\_\_

Date: \_\_\_\_\_

Employee: \_\_\_\_\_

Date: \_\_\_\_\_