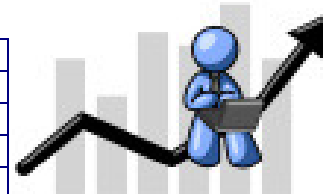


Position Description

Position title	Business Integration & Systems Analyst
Business unit	Information Systems
Division	Information Systems
Reports to	Director, Information Systems
Employment status	12 months contract



Purpose of the business unit

To position QLS as an outstanding membership association through the delivery of quality services and products that members perceive of value.

Purpose of the position

This role involves managing all business requirements to ensure that key stakeholders' requirements are integrated in the development of efficient business processes. Essentially, the role will ensure maximum use of the newly implemented iMIS to create business efficiencies and to make recommendations for business improvements.

This position is vital in supporting the following critical success factors of the Division

- Operate as a relevant and commercially viable membership association
- Efficient business processes and supporting documentation are in place
- Strategic analysis of member data and market research findings is applied to inform decision making
- Quality reporting on business activities to identify opportunities to enhance member engagement

Key accountabilities

- Provide iMIS application support to QLS staff including:
 - Maintaining SQL Server database interfaces
 - Develop processes to automate tasks and create efficiencies
 - Assist users with application queries
- Create reports for in-house reporting using Crystal Reports and/or SQL Reporting Services
- Extract data using ad-hoc T-SQL queries
- Consult with business unit managers to assist in process improvements and enhance business efficiencies
- Respond to requests for data analysis and reporting from business units and manage the delivery of these requests in a timely manner
- Identify, analyse and monitor relevant trends within the membership database and develop recommendations to inform business decisions
- Develop internal user capability through effective training of iMIS to enable optimal utilisation of the system

Key communications

- Director, Information Systems
- Director, Member Central and Operations
- Director, Corporate Communications and Marketing
- Group Financial Controller
- Marketing and Relationship Manager
- Business unit managers

Position challenges

- Understanding existing business processes and requirements
- Stakeholder management
- Understanding the nature of the business and membership requirements

Position Last Reviewed	3.1.12
Reviewed by	HRM

- Understanding iMIS and other software applications that support the business

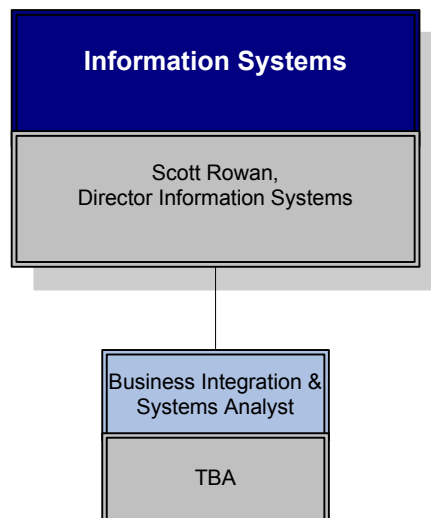
Knowledge, skills & experience

- Proven experience as a business analyst in a similar environment (3+years)
- Demonstrated experience of iMIS
- Knowledge of Crystal reporting and iParts technology
- Demonstrated competence in Microsoft SQL database administration
- Demonstrated analytical and product management skills, including a thorough understanding of how to interpret business needs and translate them into application and operational requirements
- Strong communication skills (both written and verbal)
- Achievement oriented and ability to deliver in a timely manner
- Ability to develop and maintain stakeholder relationships
- Experience in process mapping and in generating solutions to enhance business efficiencies
- Ability to effectively train end users in the application of iMIS

Position impact

Direct reports: *Nil*
Budget: *Nil*

Team structure



Position Last Reviewed	3.1.12
Reviewed by	HRM