

Senior Business Systems Analyst

King's Own Institute (KOI) is a leading independent institute of higher education located in central Sydney and Newcastle, Australia. KOI offers high quality accredited diploma, undergraduate and postgraduate courses in Accounting, Business, Management, IT and TESOL.

About the Role

The Business Systems Analyst works closely with all departments to support KOI's TechOne Student Information Management System.

In consultation with departmental heads, this position identifies inefficiencies in current processes, determines business system requirements, and implements technological solutions to support KOI's operations across its student and staff populations.

Knowledge & Skills

TechOne System Enhancement:

- Facilitate requirements-gathering sessions with stakeholders to identify inefficiencies and propose optimised TechOne-based solutions.
- Map existing processes to TechOne capabilities and identify gaps requiring customisation or integration.
- Prepare business and functional requirements documentation for TechOne configurations and customisations.
- Support test cycles, particularly User Acceptance Testing, for TechOne modules and configurations.
- Contribute system expertise and best practice insights to support the development and maintenance of departmental TechOne user guides.
- Serve as a first point of contact for TechOne-related business process queries.
- Provide day-to-day operational support for TechOne users across KOI.

Process Analysis and Improvement:

- Elicit requirements through interviews, document analysis, storyboards, surveys, use cases, scenarios, tasks, and workflow analysis.
- Plan and document requirements according to standard templates.
- Support departmental managers in identifying opportunities for process automation using TechOne capabilities.
- Document the design and development of TechOne configurations and customisations.
- Evaluate the impact of TechOne updates and new features on existing business processes.
- Create and maintain detailed process maps for key institutional workflows in TechOne.
- Identify opportunities to streamline processes through the better use of TechOne features.
- Utilise TechOne development tools, including but not limited to ETL, Forms, BPA, DocOne, Dashboards, Tscript, and Data Models, to design and build solutions that align with business requirements.

System Support and Training:

- Provide first and second-tier support for TechOne system issues.
- Troubleshoot common TechOne problems for users across the institution.
- Develop and maintain documentation for user support and common issue resolution.
- Deliver regular training sessions for new and existing TechOne users.

- Create training materials tailored to specific departmental needs and user roles.
- Manage user access and permissions for TechOne in collaboration with IT.
- Monitor system usage and identify areas where additional training or support is needed.

Collaboration and Communication:

- Assist all departments in preparing and managing student enrolments, orientation, and events in TechOne.
- Liaise between business units and the Senior Business Analyst on complex system requirements.
- Collaborate with TechOne community support on unresolved issues and enhancement requests.
- Participate in regular business analysis team meetings and contribute to knowledge sharing.
- Communicate system changes and enhancements to affected user groups.
- Coordinate with IT on system maintenance and upgrade schedules.

System Version Upgrade Testing and Facilitation

- Support the coordination of KOI's annual TechOne system upgrade under the guidance of the Senior Business Systems Analyst.
- Participate in upgrade planning meetings to understand scope, expectations, and responsibilities.
- Analyse TechOne release notes to extract relevant updates, assess impact on KOI's operation, and prepare testing items for allocation across departments.
- Contribute to test planning, execution, and documentation of outcomes.
- Track assigned testing progress and escalate issues to the Senior Business Systems Analyst as needed.
- Liaise with TechOne support for testing-related queries and issue resolution, collaborating to resolve any bugs or concerns.

TCSI Reporting

- Ensure the accuracy and integrity of student and course data within TechOne for TCSI reporting.
- Collaborate with Admissions, Student Services, and Academic teams to ensure timely validation and submission of data, ensuring compliance with Department of Education requirements.
- Investigate and resolve TCSI validation errors, escalating unresolved issues to the Senior Business Systems Analyst.
- Assist with the annual student data verification process by reconciling TechOne data with current operational records and coordinating resolution of discrepancies.
- Implement system or process updates in response to TCSI reporting changes and regulatory updates.
- Maintain documentation of TCSI data mapping, validation logic, and reporting procedures.

About You

The successful candidate will possess:

Essential

- Business Analysis certification (e.g., ECBA or equivalent).
- TechOne basic certification or training.
- A minimum of 2-3 years' experience in a business analyst or system support role.
- Experience working with enterprise software systems or databases.
- Background in higher education or experience working with students.
- Strong understanding of business analysis fundamentals and techniques.
- Excellent communication (written, verbal) and customer service skills.
- Ability to document and map business processes effectively.
- Proficiency in data analysis and report generation.
- Advanced computer skills with the MS Office suite, particularly Excel.



- Knowledge in data visualisation using Excel, Tableau, or Power BI.
- Ability to work both independently and as part of a team.
- Demonstrated problem-solving and critical thinking skills.

Desirable

- Experience with TechOne or similar student management systems.
- Experience in the higher education sector, particularly with international students.
- Background in user training and support for enterprise systems.
- Experience in report creation and data analysis.

Personal Qualities

- Detail-oriented with strong analytical capabilities.
- Ability to work in a pressurised environment and meet deadlines.
- Ability to adapt to changing requirements in a dynamic environment.
- Strong organisational skills and ability to manage multiple priorities.

Candidate MUST reside in Sydney

Candidate MUST hold a PR or Citizen work rights

Only shortlisted candidates will be contacted

No recruiters or agencies

How to Apply

Please submit your resume and a cover letter addressing the selection criteria to the Human Resources Department at human.resources@koi.edu.au

King's Own Institute is committed to fostering diversity and inclusion in the workplace. We encourage applications from candidates of all backgrounds.