

POSITION DESCRIPTION

Position title	Business Analyst, Systems and Capability
Reference number	UQC_006_02_26
Type of employment	2 years Fixed Term
Classification	UQC Admin 6
Remuneration	\$102,565 to \$113,686 per annum, plus superannuation
Date approved	February 2026

THE UNIVERSITY OF QUEENSLAND

The University of Queensland (UQ) contributes positively to society by engaging in the creation, preservation, transfer, and application of knowledge. UQ helps shape the future by bringing together and developing leaders in their fields to inspire the next generation and to advance ideas that benefit the world. UQ strives for the personal and professional success of its students, staff, and alumni. For more than a century, UQ has educated and worked with outstanding people to deliver **knowledge leadership for a better world**.

Today, UQ ranks among the world's top universities and is consistently recognised as one of the top 5 universities in Australia. UQ is one of Australia's Group of Eight, a charter member of edX and a founding member of Universitas 21, an international consortium of leading research-intensive universities.

Our 53,000-plus strong student community includes more than 16,400 postgraduate scholars and more than 17,000 international students from 135 countries, adding to its proud 260,000-plus alumni. Its major campuses are at St Lucia, Gatton, and Herston, in addition to teaching and research sites around Queensland and Brisbane city. The University has six Faculties and four University-level Institutes.

UQ COLLEGE

UQ College Limited is a wholly owned subsidiary company and Registered Training Organisation (RTO) for the University of Queensland (UQ). UQ College provides domestic and international students with access to further and higher education through a range of pathway programs. These include English language, Foundation, Tertiary Preparation, and Bridging Programs, plus Vocational Education and Training (VET) programs.

For more information, visit <https://www.uqcollege.uq.edu.au/>

DUTY STATEMENT

Primary purpose of position

The Business Analyst, Systems and Capability is responsible for identifying, shaping, and embedding improvements to UQ College's systems, processes, and ways of working. The role plays a key part in the ideation and development of business cases for new opportunities and ensures that approved changes are clearly documented, effectively supported through training, and successfully adopted by the business.

The position focuses on translating improvement opportunities into practical, well-understood changes that build organisational capability and support consistent, efficient operations across the College.

Duties

- Identify and analyse opportunities for system, process, and capability improvements through consultation, data analysis, and review of current practices.
- Lead ideation and problem-definition activities and develop high-quality business cases, options analyses, and recommendations for improvement initiatives.
- Analyse current-state and future-state processes and translate business needs into clear functional and process requirements.
- Develop and maintain process maps, workflows, standard operating procedures, and system documentation to support consistent practice.
- Support the implementation of approved system and process changes, including contributing to testing, transition, and post-implementation activities.
- Design, develop, and deliver training and learning materials to build staff capability in systems, processes, and ways of working.
- Provide hands-on support and guidance to staff to ensure changes are understood, adopted, and embedded into day-to-day operations.
- Prepare high-quality documentation, including reports, presentations, meeting papers, and other written correspondence.
- Ensure compliance with processes, obligations, and financial requirements.
- Undertake other duties as required to support the success of the team and its strategic initiatives

Other

- Comply with the UQC Staff Code of Conduct and The University of Queensland's Code of Conduct.
- Work in alignment with Queensland occupational health and safety legislation and related responsibilities.
- Ensure compliance with the *Education Services for Overseas Students Act 2000*, the National Code of Practice for Providers of Education and Training to Overseas Students 2018, and associated policies, procedures and processes.
- Treat all students, including young learners, with respect and address concerns promptly; uphold UQC's child and youth safety policies.
- Adopt sustainable work practices in accordance with sustainability responsibilities.

- A valid Queensland Government Blue Card (Working with Children Check) is a mandatory requirement of this role.

Reporting Relationships

The position reports to the Associate Director, Projects, Data and Systems.

SELECTION CRITERIA

Essential

- Degree qualifications in business, information systems, or a related field, or an equivalent combination of relevant experience and education/training.
- Demonstrated experience in business analysis, process improvement, or system implementation in a complex organisational environment.
- Strong capability in process analysis, documentation, and standardisation.
- Demonstrated experience designing and delivering training and capability-building activities.
- Demonstrated functional skills for investigation and support of systems and databases, and the ability to learn new systems quickly for capability understanding
- Proven experience developing business cases, options analyses, or improvement proposals.
- Excellent communication and stakeholder engagement skills, with the ability to translate complex concepts into practical guidance.
- Proven ability to prepare high-quality documentation including reports, presentations, meeting papers, and correspondence, tailored to a range of audiences including senior executives.
- Understanding of organisational policies and procedures, with the ability to ensure legal and financial requirements are met in the delivery of programs and projects.
- Experience using digital systems to support project tracking, communication, and reporting, with a willingness to embrace new technologies and innovative approaches.

Desirable

- Experience in the education or training sector.
- Familiarity with enterprise systems such as Student Management Systems, CRM, finance, HR platforms or Learning Management Systems
- Experience supporting change adoption or continuous improvement initiatives.

Questions?

For more information about this opportunity, please contact **Nathan Benson** at nathan.benson@uqcollege.uq.edu.au. For application queries, please contact talent@uqcollege.uq.edu.au stating the reference number (page 1) in the subject line.

Want to Apply?

Please apply via Seek. It is a requirement that you attach the following to your Seek application:

- Cover letter addressing the selection criteria (no more than 2 pages), and a
- Resume.

Applications submitted after 11pm Sunday 15 March 2026 may not be accepted.