readytech

POSITION DESCRIPTION

Business Analyst

ReadyTech (ASX:RDY) exists to help communities thrive, and ReadyTechers flourish on making that change happen.

They enjoy taking on challenges that matter to our customers, communities, and the world – and working to solve them with incredible technology that helps navigate complexity, while also delivering meaningful outcomes.

ReadyTechers are enterprising, and hungry to make a difference. But, more than ever, ReadyTechers are *ready for anything*.

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POSITION DESCRIPTION

Title	Business Analyst	Location	Melbourne, Sydney, Perth, Adelaide, Launceston
Report to	Senior Project Manager	Direct report(s)	N/A

The purpose of this role

As a Business Analyst, your purpose is to champion the successful delivery of our student management system, Ready Student while leading with integrity and transparency. You act as a trusted advisor by providing honest, insightful guidance and setting high standards that inspire both colleagues and customers. Through empathy, partnership, and a deep understanding of the Australian tertiary education sector, combined with customer needs, you will walk in their shoes to ensure what we deliver is impactful, builds lasting trust, and drives shared success.

The key accountabilities of the role

- Provide guidance to customers by applying in-depth knowledge of student management systems combined with vocational and higher education sectors.
- Support the capture, analysis and documentation of business requirements across student lifecycle functions.
- Ensure alignment of customer requirements with Ready Student, and the needs of the vocational and/or higher education sectors.

The key responsibilities of the role

- Support the facilitation of workshops, discovery sessions, and demonstrations to ensure stakeholder input is captured and decisions are well-informed.
- Ensure all business requirements and processes are accurately documented in Solution Design Documents (SDDs) to support traceability, quality assurance, and knowledge transfer.
- Support business readiness activities including training and development of training material, such as user guides.
- Support Program and Project Managers in risk identification, scope control, and milestone delivery.
- Mange expectations and support change adoption by clearly communicating impacts, benefits, and trade-offs.
- Contribute to lessons learned and continuous improvement activities post-implementation.

The ideal candidate will have these:

1. Skills	• Excellent presentation and written/oral communication skills • Strong stakeholder engagement and facilitation skills • Strong analytical and problem-solving skills • Ability to work independently and as part as a team environment • High level of attention to detail • Adaptable and flexible to change
2. Knowledge	• Understanding of student management systems • Strong knowledge of the Australian tertiary sector, specifically vocational education (VET) and/or Higher Education (HE). • Understanding of regulatory and compliance requirements, for example, TCSI, AVETMISS, TEQSA, ESOS.
3. Experience	• More than 2+ years' experience in a similar role • Demonstrated expertise in business process modelling, requirements documentation, and preparation of Solution Design Documents (SDDs). • Experienced in dealing with pressure, tight deadlines, and meeting client expectations.