

POSITION DESCRIPTION

Business Analyst - GOV

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	Hobart, Melbourne, Perth
Report to	Enterprise Business Analyst	Direct report(s)	NA

The purpose of this role

The Business Analyst plays a key role in defining, analysing, and documenting business and product requirements in close collaboration with local government stakeholders. This role supports the development of software solutions that enable legislative compliance and drive ongoing product enhancement.

By aligning solutions with stakeholder needs and scalable delivery practices, the Business Analyst helps ensure our products meet market expectations, build customer confidence, and contribute to strategic outcomes.

Experience working within local government, particularly across core compliance functions such as Rates and Property, Financials, Regulatory Services, and Governance, is highly desirable, though not essential. This knowledge enables deeper engagement with stakeholders and ensures solutions are tailored to sector-specific requirements.

The key accountabilities of the role

- Ensure requirements are captured, validated, and documented to enable accurate delivery and compliance.
- Facilitate stakeholder engagement activities to achieve alignment, prioritisation, and shared understanding.
- Maintain the quality and clarity of user stories and supporting artefacts delivered to product and engineering teams.
- Build strong relationships across teams to support collaborative, scalable and customer-centred solutions.
- Translate support issues into actionable requirements that contribute to product enhancement

The key responsibilities of the role

- Gather and document business and product requirements through interviews, workshops, and analysis.
- Write clear user stories and acceptance criteria for delivery teams.
- Facilitate workshops and refinement sessions to validate requirements and priorities.
- Collaborate with product managers and delivery teams to shape and refine solutions.
- Maintain documentation to support shared understanding and traceability.



- Contribute to process improvement and knowledge sharing within the team.
 - Investigate support issues and translate findings into actionable product improvements.
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The ideal candidate will have these:

1. Skills	• Strong ability to document business and product requirements, including user stories and acceptance criteria. • Skilled in leading workshops and facilitating stakeholder engagement. • Effective communication and collaboration across cross-functional teams. • Confident managing ambiguity and competing priorities. • High attention to detail and commitment to quality.
2. Knowledge	• Familiarity with agile delivery practices and iterative development. • Understanding of stakeholder needs in a regulatory or compliance context. • Ability to interpret legislative changes and assess their impact on product workflows.
3. Experience	• Proven experience as a Business Analyst in a software development or product environment, ideally with three or more years' experience. • Experience interpreting user needs and translating findings into product requirements and improvements. • Experience working with local government, similar public sector organisations, or highly regulated industries.