

Position Description



Business Systems Analyst

September 2025

TEAM Technology Services - Business Applications & Systems	REPORTS TO Business Applications & Systems Manager
EMPLOYMENT TYPE Full time – Fixed Term (12 month maternity leave backfill)	DIRECT REPORTS Nil
LOCATION Hybrid Working (3:2 Newborough Office/WFH)	KEY CONTACT Business Applications & Systems Manager

WHO IS LATROBE?

At Latrobe, our people are at the heart of what we do. We are committed to creating an environment where diversity is celebrated, equity is achieved and inclusion and belonging are prioritised and celebrated.

We're known for being the *health fund with heart* - a not-for-profit, regional private health insurer with more than 100,000 members across Australia. We support our members through the highs and lows of their health, and we give back to our community.

Our aspirational vision is to be the number one, member owned private health insurer in Australia. Our purpose is supported by 5 key values:

*We display trust
and respect always*

*We focus on shared
results*

*We engage &
empower*

We are accountable

*We create a positive
work environment*

POSITION OBJECTIVE

The objective of the Business Systems Analyst is to support provide front-line primary support to end users on various issues and problems relating to IT systems and business applications. Business Systems Analyst will also be responsible for responding to, documenting, and resolving service tickets in a timely manner according to agreed response times.

This role will also undertake level 2 Systems Administration activities for a select number of systems from time to time.

The Business Systems Analyst will perform root cause analysis, recommend procedures and controls for problem prevention, and maintain and evolve a knowledgebase consisting of how-to articles and work instructions. This position will support multiple platforms including desktops, laptops, mobile devices, and videoconferencing equipment in addition to business systems as required.

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REQUIREMENTS OF THE POSITION

Key duties and responsibilities

- Triage incoming support requests from end users via telephone, e-mail or web forms in a courteous manner by following IT service management (ITSM) processes and resources (e.g. RACI charts, Service Catalogues, Priority Matrix). Where possible attempt first call resolution.
- Prioritise and address incidents and schedule service requests, escalate problems (when required) to the appropriately experienced personnel internally or within service provider organisations. Flag repeated incidents with your team.
- Record, track, and document the service desk request problem-solving process, including all successful and unsuccessful decisions made, and actions taken, through to final resolution as well as the time taken to solve the request.
- Perform hands-on fixes in person or using remote support technologies, including installing and upgrading software, installing hardware, implementing file backups, and configuring systems and applications.
- Perform preventative maintenance, including checking and data cleansing of workstations, printers, and peripherals.
- Develop and maintain an inventory of all IT assets including workstations, display devices, printers, scanners, and other peripheral equipment.
- Create and maintain process, procedural and technical documentation as well as assist with training and related materials as needed.
- Contribute to and assist with activities related to IT and information security activities.
- Work within project teams from time to time as directed.

Leadership, teamwork and relationship building

- Model the Latrobe Way values and behaviours in the delivery of individual performance; actively contribute to a constructive, high performing team and organisational culture.
- Develop and maintain relationships with peers and stakeholders across the business.
- Independently prioritise work and appropriately escalate issues impacting either performance and/or the business.
- Work autonomously and as part of a team.

Accountability and extent of authority

- Ensure compliance with the Private Health Insurance Code of Conduct and applicable procedures and policies are always maintained.
- Actively maintain awareness of all risk and compliance obligations defined through Latrobe's Risk Management Framework.
- Consistently achieve individual goals and objectives and actively lead own growth and achievement planning and implementation.

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Judgement and decision making

- Interpret and work within organisational policy and procedure and/or legislation applicable to the position.
- Actively offer and implement a course of action and solutions based on evaluation and analysis of numerical and written information focussed on results.
- Make decisions which are objective and free from undue influence consistent with Latrobe's risk culture.
- Make decisions consistent with Latrobe's operational delegations and delegate or escalate matters appropriately.

Experience skills and knowledge

- Demonstrated knowledge, experience and understanding of business systems and processes including:
 - at least 3 years' IT service desk experience providing first and second level technical support
 - technical knowledge across a broad range of technologies, including Windows, Microsoft 365, Active Directory, Entra ID, MS Exchange & Outlook.
 - familiarity with one or more of the following Microsoft Power Platform, Dynamics CRM, Azure API management, Azure Databricks, HAMBS & Genesys Pure Cloud.
- Excellent problem-solving and business analysis skills including the ability to review and redesign end to end processes which address root cause issues.
- Strong interpersonal and relationship management skills with a passion for customer service (internal and external).
- Strong communication and engagement skills to drive mutually beneficial outcomes with internal and external stakeholders.
- Flexible, adaptable, mobile and energised (FAME) mindset: ability to positively respond and adapt to changes that impact the business environment.
- Knowledge of industry standards in both information technology and project management.
- Tertiary qualifications in IT or equivalent experience desired.
- Formal project management accreditation desired.

Mandatory checks

- An Australian Police check will be conducted for all new employees to Latrobe Health Services prior to commencing in a role.
- Employment at Latrobe Health requires candidates to have Australian citizenship or to be a permanent resident of Australia or to have a valid visa that provides work rights in Australia.