

Position Description

Job title:	Senior Business Analyst
Department:	Project Services
Work type:	Full time
Reports To:	Project Director
Position Reports:	None
Position Contact:	Jason Sadler

About the organisation

.au Domain Administration (auDA) is the administrator of the .au domain name system (DNS), which is Australian critical infrastructure relied on by internet users in Australia and around the world. We are a not-for-profit endorsed by the Federal Government.

Our purpose is to administer a trusted .au domain for the benefit of all Australians and champion an open, free, secure and global internet.

We support the needs of Australian internet users by:

- Delivering a stable, secure and reliable .au DNS
- Implementing .au policy rules that are transparent, responsive and efficient
- Investing in the Australian internet ecosystem to improve the utility of the .au domain.

We also participate in global internet governance processes. Through our work, we strive to uphold the multi-stakeholder model of internet governance and the social and economic benefits that flow from it.

Further information about auDA is available at www.auda.org.au.

Our values

Leadership

We are committed to communicating openly, and adding value to our multistakeholder community, locally, regionally and globally.

Collaboration

We work together as one auDA in the service of Australian, regional and global internet users.



Accountability

We honour our commitments, are responsible for our decisions, actions and performance, and deliver excellence.

Curiosity

We seek to grow our knowledge, including of emerging practices, be adaptive and improve our understanding of our stakeholders and their viewpoints.

Role purpose

The Senior Business Analyst (Senior BA) at auDA plays a pivotal role in delivering critical business and technology projects by bridging the gap between business needs and technology solutions. This role combines the delivery focus of a Senior BA with elements of BA practice leadership, providing guidance and mentoring to the broader team. The Senior BA ensures alignment between business objectives and technology outcomes, while collaborating with stakeholders to deliver high-quality projects that address immediate organisational needs.

In a dynamic and lean organisation like auDA, the Senior BA must also focus on building the maturity and resilience of the business analysis function. This includes establishing and embedding best-practice standards (such as BABOK), while pragmatically adapting these approaches to fit evolving organisational contexts. Acting as both a trusted advisor and hands-on contributor, the Senior BA plays a critical role in shaping a flexible, high-performing BA capability that supports auDA's long-term strategic ambitions.

Key accountabilities

The primary responsibilities of the Senior Business Analyst include:

Business Analysis Leadership

- Lead the development, implementation, and continuous improvement of business analysis frameworks and standards, including leveraging BABOK or equivalent best practices.
- Mentor and support the Project Service's team, fostering business acumen and ensuring delivery of high-quality analysis.
- Champion the integration of best-practice BA methodologies into projects and operations.



Project Delivery

- Act as the lead business analyst on complex, cross-functional business and technology projects, ensuring requirements are well-articulated, documented, and traceable.
- Collaborate with stakeholders at all levels to define and refine business needs, translating them into actionable solutions.
- Drive stakeholder engagement and facilitate workshops to elicit requirements and validate solutions.

Stakeholder Engagement and Communication

- Build strong relationships with key internal and external stakeholders to ensure alignment of business and technology goals.
- Communicate complex concepts in a clear and concise manner to both technical and non-technical audiences.
- Act as a trusted advisor on business analysis practices and approaches.

Continuous Improvement and Capability Maturity

- Identify opportunities for process optimisation and enhanced BA capabilities across the organisation.
- Drive initiatives that improve business analysis maturity, focusing on value delivery and customer-centric approaches.
- Evaluate the effectiveness of implemented solutions and contribute to lessons learned for future projects.

Other responsibilities

- Act as a delegate or interim leader for the Business Analysis function or related roles, stepping in during periods of absence or organisational need.
- Collaborate on the development of BA career pathways and training programs to build internal talent and succession capability within the BA function.
- Other activities as directed by the Project Director and Chief Operations Officer to support the delivery of auDA's Strategy and the Project Management Office strategic goals.

Key selection criteria

- Proven experience as a Senior Business Analyst in complex business and technology environments, preferably within regulated industries or critical infrastructure sectors.
- Demonstrated ability to establish, implement, and champion best practice BA methodologies (e.g., BABOK or similar), with a focus on capability uplift and continuous improvement.
- Strong business acumen with the ability to translate business needs into technology solutions that deliver measurable outcomes.
- Excellent stakeholder management skills, with a track record of facilitating collaboration across diverse groups and levels.



- Strong problem-solving and critical thinking skills, with the ability to balance strategic and operational priorities.
- Outstanding written and verbal communication skills, with the ability to simplify complexity and present insights to senior executives.

Qualifications and experience

- Tertiary qualifications in Business, Information Technology, or a related field.
- Certification in business analysis (e.g., CBAP, CCBA) highly desirable.
- 8+ years' experience as a business analyst, including significant exposure to both business and technology projects.
- Proven track record of contributing to BA practice leadership, such as through mentoring, framework development, or capability-building initiatives.
- Experience with agile, waterfall and hybrid delivery methodologies.
- Demonstrated flexibility and adaptability to work in a hybrid work environment.

Other

Occasional work outside business hours will be required. Occasional domestic travel and potentially international travel may be required.

Important information

Background checks

A National Police Check, Right to Work and bankruptcy will be conducted as part of the recruitment process. An *AusCheck Critical Infrastructure Background Check* may also need to be conducted. Where applicable, international background checks may also be required.

Privacy collection information

.au Domain Administration Limited ACN 079 009 34 collects your personal information for the purpose of assessing and responding to your application. All personal information is collected in accordance with the *Privacy Act 1998* (Cth) and our [Privacy Policy](#).

We, or our third-party tools or platforms, may disclose some of your personal and sensitive information to our payroll, invoicing and data storage and records management services located overseas, including in the USA, United Kingdom, New Zealand, Singapore, Malaysia, Vietnam, and the Philippines. You agree to this disclosure and acknowledge that such recipients may use de-identified employee data for that recipient's commercial purposes. We will ensure that all arrangements with third party tools or platforms or third-party service providers will contain appropriate controls (which may be contractual or operational) to protect your personal information.



If you have any questions or would like to access your personal information held by auDA, please contact us at privacy@auda.org.au.

Occupational Health and Safety

In the context of OHS policies, procedures, training and instruction, as detailed in Section 25 of the *Occupational Health and Safety Act 2004* (Vic), employees are responsible for ensuring they:

- Follow reasonable instruction
- Cooperate with their employer
- At all times, take reasonable care for the safety of themselves and others in the workplace.

Flexible working arrangements

We believe in supporting our employees in balancing their work and life commitments. All roles at auDA can be worked flexibly by mutual agreement. This underpins a diverse, adaptive and high-performing workforce. The nature and scope of flexible options available will depend on the nature of the position. Applicants are encouraged to discuss flexible arrangements with the hiring manager during the recruitment process.

Please note that the role may require you to work the hours which are reasonably necessary to fulfil the requirements of the position, or as required by auDA, including monitoring, reading and responding to business-related communications from auDA or customers outside of usual office hours, where reasonable. The remuneration for this role includes compensation for all hours you would be required to work, including reasonable availability out of hours

Last Updated

28 July 2025