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Technical Analyst Australia Posted on 04/08/2024 Be the First to Apply

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Company: Link Group

Location: Australia

Category: other-general

Why Link Group

Link Group is a global business connecting millions of people with their assets – safely, securely, and responsibly. We have over 6000 employees across 4 continents and continue to grow every day.

Retirement and Superannuation Solutions is the largest business under Link Group and we are the leading administrator for super funds in Australia. Many of our clients are household names. We are well positioned within a growing superannuation industry, combining our rich legacy with a fast-paced environment that enables rapid career growth.

We are a diverse team with employees from various cultural and linguistic backgrounds, and we make sure to celebrate the successes of our clients and our people.

The Role

The role requires you to perform system analysis and design for the core application, integration layer, web services to ensure business requirements are met and high-quality technical solutions are delivered on time and on budget.

Working as an integral part of the Technical Analyst team, you will provide analysis of business requirements to produce Functional Specifications for required system changes. Assist the business with clarifying requirements and identifying alternative solutions. Support the Development and Test team members throughout the System Development Life Cycle.

12 months Fixed term contract role (Multiple opportunities)

Flexible working arrangements including WFH

Flexible Location - Melbourne CBD or Parramatta

Key Accountabilities and main responsibilities

Analyse Business Requirement Documents to identify technical solutions in consultation with the Solution Consultants, Senior Technical Analysts and/or peers considering all databases, application, business process and system implications.

Liaise with key Business Stakeholders to provide expertise, and to seek clarification on, Business Requirements.

Analyse, design and document functional and technical changes to core applications.

Provide specialist expertise on a specification design criteria to developers and test analysts for all supported Systems.

Arrange and chair Technical solution meetings, where required, to facilitate technical specification/solution outcomes.

Perform analysis, design the solution and complete Functional Specifications covering both functional and technical changes.

Ensure solution design meets business requirements and solution is understood by Development and Test Teams.

Perform peer review and sign-off of technical SDLC deliverables for other team members.

Accurate and regular time and task recording to ensure effort expended on tasks can be monitored and reported against HLE(s).

Assist with any of the SDLC development and testing phases to provide clarifications and respond to enquiries.

Assist with escalated Production Support issues, conduct root cause analysis, design and document solution in the form of functional/technical specifications.

Investigate and consult on pragmatic alternatives for short-medium and long-term solutions to a problem.

Provide Technical Specification effort estimates.

Complete Impact Assessment, Traceability and/or data mapping matrixes as part of Solution Design alignment with Business Requirements and other IT delivery teams, as required.

Be proactive in identifying and implementing improvements to processes and procedures within the team and greater IT group.

Manage and balance client and stakeholder expectations and report and escalate where needed.

Work and collaborate with third and/or vendor parties to deliver integrated system solutions.

Logging and accessing technical solutions within the JIRA database and thoroughly documenting the status of all client liaisons and communications.

Experience & Personal Attributes

5+ Years of demonstrable competency as Technical Analyst or equivalent role such as Software Developer, Software engineer, Analyst Programmer and/or a Solution System Analyst/Solution Consultant, where you have been analyzing, designing and documenting technical solution for large and complex enterprise level application (s).

System design and Technical Analysis experience and/or product knowledge in Superannuation, Insurance, Managed Funds and Registry Services highly desirable.

Sound understanding of IT application and system design best practice.

Working knowledge and experience in SQL, XML, Web service designs and MS office products.

Expertise in presenting your analysis, design and specifications; getting these progressed at various stages of SDLC in an efficient and timely manner.

Excellent verbal and written communication skills.

Experience working in an outsourced or offshored environment.

Tertiary Qualifications in IT or a related field highly desirable.

Knowledge of Link Group's supported IT systems and IT's software development cycles is

highly desirable.

Some of our Employment Benefits

FlexiWorks – enabling our employees to work in the office and at home

Purchased Leave, Parental Leave, Volunteer Leave, Gender transition leave, Well-being leave

Employee Recognition Program - to recognise people who are demonstrating our values and Company purpose.

Talent Referral Program

Salary Sacrificing via Superannuation

Employee Assistance Program

Learning & Development - Development at your fingertips via self-paced learning, including educational assistance support

Employee discounts – Access discounted rates and offers from a variety of providers including Bupa and Microsoft!

Novated Car Leasing

Culture @ Link Group

We are an inclusive employer whose people work collaboratively. We encourage, support and value the various talents and perspectives of our people and promote a flexible and blended work environment where our people can thrive, and their wellbeing is supported. We know that diversity drives better client outcomes, continuous improvement, and growth. Be part of our company and together we will achieve our full potential.

We treat all individuals fairly and equitably and do not discriminate on the basis of diverse characteristics including, but not limited to gender, gender identity, sexual orientation, age, ethnicity, cultural background, physical abilities/disabilities, religious or political belief, marital or family status or carers responsibilities.

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