

WE ARE NOW HIRING!

BUSINESS ANALYST SOLUTIONS CONSULTANT
(CANBERRA)

ABOUT PROTECHT:

Our mission is to assist our client's in the achievement of their objectives through better risk-based decision making.

We are a leader in the delivery of risk management training, advisory services and enterprise risk management software (Protecht.ERM) and have been operating since 1999 in Australia and New Zealand. We are used by some of the most recognised corporate brands and government agencies in Australia.

As a working culture, we are agile and promote personal accountability. We care about our people and encourage an open and collaborative working environment. We respect each other's skills, differences and are committed to diversity and inclusion.

ABOUT THE ROLE:

Protecht is seeking a Business Analyst Solutions Consultant who wants to use their existing skills to manage a diverse range of individual client focused projects in an agile environment across our Protecht.ERM client base. The role requires both strategic and detailed analysis of client requirements, helping the achievement of both Protecht and client objectives whilst maximising efficiency and "value-for-money" aspects.

The role is accountable to the Director of Risk Advisory for the coordination of client specific initiatives to provide focused solutions that enable the embedding of the Protecht.ERM system further into client processes.

Protecht.ERM is an enterprise-wide risk management solution that allows clients to rapidly construct and deploy web-based forms, workflow rules and visual dashboards covering areas such as risk assessments, incidents, complaints and compliance activities.

The role requires you to gather and analyse information on client processes and convert those processes into the ERM platform.

You will also lead stakeholder engagement and maintain strong client relationships.

The ability to work in a small team and an excellent ability to communicate and manage internal stakeholder and solutions team member expectations is essential.

WORKING AT PROTECHT MEANS YOU WILL HAVE:

- Collaborative, friendly and open culture
- Opportunity to grow- if you want to progress, we will support you!
- A true flexible working environment
- Your Birthday off
- Fruit at work
- Friday night drinks (and this means soft drinks too)
- Regular out of the office social events (minimum monthly!)
- Fun monthly company meeting
- Employee Assistance Program
- And so much more in the works!

KEY ACCOUNTABILITIES:

The primary goal of the role is to manage a diverse range of individual client focussed projects in an agile environment across the Protecht.ERM client base. Responsibilities include but are not limited to:

- Work directly with and support the Protecht.ERM client base and the internal solution teams.
- Extract, analyse and interpret current requirements into future states and provide supporting documentation for the proposed practices.
- Build forms and workflow rules in Protecht.ERM
- Work with our business intelligence, analytics and design team to provide client-side interactive dashboards and reports to enhance our products and to meet client requirements.
- Effectively communicate change management to all stakeholders .
- Interact with Clients on a regular basis to determine areas where Protecht.ERM can be more effectively used both now and in the future.

YOU MUST HAVE:

- Excellent Project management skills (Prince 2 or similar certification).
- A love of technology-based solutions.
- The ability to work remotely in Canberra with our Government clients.
- The ability to deliver high-quality solutions to our clients and think outside the box.
- Outstanding communication and interpersonal skills. Be a people person, someone that gets the best from those around them and the ability to self-motivate.
- Have excellent English language and grammar skills.
- The ability to interact with clients to maintain, retain and promote Protecht.ERM
- A willingness to travel interstate for 5-6 days a month, including visiting the Sydney Support Office for our monthly Company Meeting.

YOU MUST BE:

- An Australian citizen or have a demonstrated right to live and work permanently in Australia.
- Passionate about problem-solving.
- Committed to quality and continuous improvement with an attention to detail.
- An excellent communicator.

IT WOULD BE GREAT IF YOU ALSO HAD:

Demonstrable interest or experience in Risk Management and or related fields such as Workplace Health and Safety and or Business Continuity Management.

THE INTERVIEW PROCESS:

We are looking for an immediate start date but more importantly, we are looking for the right person.

- Phone screen
- 1st Interview
- 2nd Interview with role play
- Background checks
- Formal offer!

TO APPLY FOR THIS ROLE:

Go to our website <https://www.protecht.com.au/about/work-with-us> and complete the "I want to join the team" form. To be considered for this role when completing the form please enter the words "Love what I do" in the "How did you come to hear about Protecht" field.