



# CANDIDATE INFORMATION PACK

## Business Analyst

Includes:

- Background information on working with us
- Position Description

# The Australian Access Federation

## We are on a Mission

We're a driven group of people with a purpose to make Trust and Identity easier, and more cyber secure for research, teaching, and learning.

AAF is an interesting company that does exciting work as a Not-for-Profit (NFP), which our staff and customers value.

## Our work has meaning

We are a Not-for-Profit company supporting our subscribers which are research and education organisations in Australia. We focus on delivering leading technology for our communities. AAF staff have a sense of pride and satisfaction, knowing that what we work towards helps to make the world a better place.

We are part of the Australian Federal Government's eResearch infrastructure roadmap - that's right - how many companies are part of Australia's Research technology strategy? Our staff work closely with high value innovative initiatives tackling issues from COVID, genome mapping, children's cancer research, astrophysics to identifying low wave frequencies in space and capturing gravitational waves.

## We don't work with old tech

Who wants to work on old tech - not us! Our tech is ahead of the curve because we provide our team with the tools and empower staff to innovate. The AAF is a cloud-native company and the applications, and solutions we build are at the cutting edge in Trust and Identity.

## We work with interesting customers and stakeholders

Just to name a few, Australia's leading research data infrastructure facility – Australian Research Data Commons (ARDC), Australian Nuclear Science Technology Organisation (ANSTO), leading research facilities such as the Commonwealth Science and Industrial Research Organisation CSIRO, all the Australian Universities as well as our national funders the Australian Research Council (ARC), and the National Health and Medical Research Council (NHMRC).

We are a globally connected service working with other like-minded community driven organisations who are all doing similar things around the world. This means AAF staff get to collaborate with our global community and take part in innovative activities around the globe. AAF is part of the global ORCID Consortia Interest Group and, also works closely with the Australian Research Data Commons (ARDC) to deliver the Australian National PIDs strategy and Roadmap. AAF staff are also members of various Research Data Alliance (RDA) working groups (WG) and interest groups (IG) and regularly participate and present at the RDA plenaries. We are also a member of and participate in the Australian Higher Education Cyber Security Service ([AHECS](#)).

AAF staff are on the road participating in initiatives and working groups with like-minded, tech and research professionals around the globe. In the past our staff have travelled to interesting places such as Estonia, Prague, Ireland, Norway, New Orleans, India, Iceland, Portugal, and China to be part of leading-edge strategy development in trust and identity.

## We are passionate about our products and services

### *The Federation*

The Federation is Australia's national authentication service for research and education. Using cutting edge technologies and standards. The Federation delivers world-class single-sign-on that allows individuals across organisational boundaries to collaborate and access online resources within a trusted environment.

### *The Australian ORCID Consortium*

The Australian ORCID Consortium provides a national coordinated approach to Open Research Contributor ID (ORCID – see: [orcid.org](http://orcid.org)). The consortium has enabled a globally unique persistent identifier for every researcher.

### *Consulting and Training Services*

We provide bespoke consulting and support to our communities in meeting their identity and access management needs.

### *VerifID Global*

VerifID Global, the national verification service enables universities, public agencies, and commercial providers (e.g. Spotify, YouTube and Flight Centre) to accurately deliver services to Australian students and other roles in the research and education sector (see: [VerifID.global](http://VerifID.global)).

### *Trust and Identity*

The AAF is a National Collaborative Research Infrastructure Strategy [\(NCRIS\)](#) capability. We provide leading services in Trust and Identity that underpin Australia's research.

## Our company values underpin everything we do

- Innovation - an essential ingredient
- Mastery - a good mix of enthusiasm, quality, care and experience
- Trust - strengthened through our actions
- Community - achieving more together

## So apart from working for an awesome NFP tech company who are doing great things, why else should you be part of the AAF?

- A 35-hour work week
- The option to salary sacrifice rent/mortgage payments (yep! that's right)
- Extra-long service leave
- 3 days bonus 'recharge leave' over the Xmas and New Year period

.... and most importantly let's not forget that the AAF team prides itself on its inclusive, innovative culture that rewards and recognises great work.

If you are looking to move into a new role where you can make a difference and are empowered to utilise best practice techniques to create a positive global impact - then you are the person we've been looking for!

# Business Analyst

**Position Title:** Business Analyst

**Position Type:** Project based, fixed term June 2026

**Location:** National

**Reports to:** Head of projects or equivalent

**Number of Direct Reports/Staff Supervisory Requirements:** None

**Open to:** Australian or New Zealand citizens or Australian permanent residents who have approval to work in Australia.

## Organisational Context

The Australian Access Federation (AAF) is Australia's leading specialist in Trust and Identity for higher education and research. We are connected to an international community of scientists and researchers building applications and solutions that make up part of the Australian Government's eResearch infrastructure strategy. We work with universities and research institutions including CSIRO to provide access to resources that tackle issues in health, life science and astrophysics... just to name a few.

The AAF is the lead for the Australian ORCID Consortium which is a community of Australian organisations that takes a national approach to ORCID adoption and integration. ORCID, which stands for Open Researcher and Contributor ID, is a global initiative whose mission is to enable transparent and trustworthy connections between researchers and their research contribution. As consortium lead, AAF provides local support, assists with member ORCID integrations, and encourages national uptake of ORCID within organisations. We also help members understand the benefits of their ORCID membership and how to get the most of it. Among global ORCID consortia leads, the AAF is considered an exemplar in terms of how the consortium is run and members are supported.

The AAF is a high performing work environment consisting of motivated individuals that work towards a common goal of supporting Australia's higher education and research sector. We enable Australia's teachers, students, and researchers to use identity technologies and policies to create world class outcomes.

For further information about the AAF go to: [www.aaf.edu.au](http://www.aaf.edu.au)

## Our Goal

We are transforming Australia's research, teaching, and learning communities by delivering innovative solutions that provide secure access to high-value digital resources and infrastructure.

## Guiding Principles

Our trust and identity solutions are co-designed by a nationally engaged expert team using international best practice. Our services are underpinned by sustainable business operations.

## The Role

The role will work with multiple teams across AAF including, but not limited to AAF's trust and identity teams across product development, product delivery and operations. You will also work closely with AAF collaborators from universities, research organisations, government and industry.

Your duties will include interviewing stakeholders to understand key requirements, drafting and tuning requirements specifications to the needs of the research collaboration and assisting infrastructure providers to implement improvements. In this role you will be responsible for guiding the implementation of authentication and authorisation solutions, both policy and technical in nature, across multiple locations.

You will be responsible for providing advice in relation to AAF's services and representing AAF to both current and future collaborators, whilst ensuring partners have a positive experience while implementing T&I solutions.

## Key Responsibilities

- Identify and understand complex business and research activities, processes and related IT systems.
- Identify and engage with a diverse group of collaborators including senior researchers, business managers and technical staff to clarify requirements for T&I project activities.
- Collect, analyse and critically evaluate information from project partners and other sources, to co-design and document policies, processes and procedures.
- Conduct focus groups, field visits and research with the project collaborators to identify, define and analyse requirements, verify completed products, perform user acceptance testing (UAT) and coordinate rollout within partner organisations.
- Develop documentation for end users, including user manuals, quick reference guides, user/help documentation and training materials.
- Develop options papers including analysis of alternatives and progress reports for AAF and partner organisations
- Support continuous improvement.
- Provide support to the Head, Projects & Managed Services and other AAF teams as directed

## Your experience and skills

We are seeking a motivated, organised and pro-active person to work with and contribute to our team. You will have highly developed interpersonal and stakeholder management skills and the ability to work across teams. You will be comfortable working autonomously. Previous experience in a research or high education environment is highly desirable.

## Qualifications

A degree with subsequent relevant experience OR a combination of relevant experience, broad knowledge and industry training.

## Skills and Capabilities Required

You will be assessed based on relevant capability and capacity for the following:

### Essential:

1. Demonstrated ability to collect, collate, analyse and document business requirements with diverse stakeholder groups.
2. Demonstrated ability to create and explain business analysis outputs (e.g. process maps, workflows) both in writing and through presentations, and develop documentation to articulate a formal set of requirements and recommendations.
3. Demonstrated ability to work through ambiguity to plan, prioritise and organise project tasks, to meet deadlines, budgets and maintain desired work outcomes.
4. Demonstrated ability to work effectively within an outcome-focussed, team-oriented environment.
5. Demonstrated experience with leading activities to define and analyse user requirements, test completed products and perform user acceptance testing (UAT).
6. Ability to effectively communicate complex ideas to senior management, project governance groups, information technology professionals and clients, including the ability to develop reports and write clear and concise documents.
7. Ability to rapidly identify and understand complex business and research activities, processes and systems.
8. Ability to work effectively with general direction and minimum supervision and independently represent and act on behalf of the organisation in a broad range of situations and environments.

### Desirable:

1. Experience working with a research infrastructure service or a higher education institution.

## Other Job-Related Information

Applicants should note that:

- The position is:

- a. A fixed-term full-time position.
  - b. A 35 hour week, with normal working hours from Monday through Friday.
  - c. Flexible working hours and work from home arrangements (subject to negotiation and prior approval).
- Some travel may be required (circumstances permitting).
  - The position is based in an office in the city of the successful candidate, or a work from home arrangement may be supported subject to negotiation and approval.

Expressions of interest or questions should be directed to:

Nick Rossow, Acting Head eResearch, AAF: [nick.rossow@aaf.edu.au](mailto:nick.rossow@aaf.edu.au)

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