CAREERS withSTEM™ JOB KIT

BUSINESS ANALYST

Insights, tips and advice on this creative and in-demand career

SUPPORTED BY

QUT

Your maths career starts here

A QUT double degree in mathematics and business opens up a world of opportunities.

With access to practical learning and industry internships, Thomas felt confident that he had the knowledge and skills needed to be successful in the job market.

'*The emphasis on this practical style of learning combined with the support for finding internships and other work experience was my favourite part of QUT.*'

Today, Thomas is working as a Manager at Strategy&, which is part of the PwC network.

'*I love my job because every day I come to work to solve problems, something my mathematics degree taught me to manage.*'

Thomas Craddock
Mathematics and business double degree graduate

qut.edu.au/mathematics

the university for the real world

QUT

ANALYSE THAT

Use tech, data and creative thinking to boost business success!

DR REHAN SYED, COURSE COORDINATOR, MASTER OF BUSINESS PROCESS MANAGEMENT, QUT

D o you want a career that combines tech, data skills, problem solving and creative thinking, and is in high demand across many industries?

As a business analyst, you'll help companies better understand their operations and identify areas for improvement. You'll use your skills to gather information, analyse data and make recommendations to improve efficiency and effectiveness. It's a challenging and exciting role that can have a significant impact on a business's success – particularly as businesses navigate big changes like digital transformation and automation.

HELPING BUSINESSES BE BETTER

I've had a hugely enjoyable career journey in business, after training up through a Bachelor and Master of Business Administration and other study – including a PhD at QUT on Information Systems (Business Process Management). This is all about helping businesses use technology and tools to streamline how they operate.

I'm now an academic at QUT, and I've also worked as a Chief Operating Officer at a renowned tertiary education institution in Sri Lanka and Malaysia. I've also worked on a variety of digital transformation projects with organisations in the public sector, and with the World Bank and the Bill & Melinda Gates Foundation on using tech to fight poverty in developing and emerging economies.

Now I bring all this real-world experience into my current role as course coordinator of the Master of Business Process Management at QUT, where I'm focussed on nurturing the next generation of business analysts.

> **IF YOU'RE A PROBLEM SOLVER WHO ENJOYS WORKING WITH PEOPLE, THEN YOU SHOULD CONSIDER A CAREER AS A BUSINESS ANALYST"**

That's just a snapshot of my study and career journey so far – but there are many alternative pathways to becoming a business analyst.

If you're a problem-solver who enjoys working with people, if you want to work with innovative technology, and develop strong communication, analytical and outside-the-box thinking skills – then you should consider a career as a business analyst!

Over the following pages, you'll learn about what being a business analyst means, what it takes to become one, what a typical day might look like on the job, and more.

Dr Rehan Syed
Course Coordinator, Master of Business Process Management, QUT

QUT /SHUTTERSTOCK

COURSE COORDINATOR, MASTER OF BUSINESS PROCESS MANAGEMENT, QUT

CONSULTANT BUSINESS ANALYST

CHIEF OPERATING OFFICER, APIIT

PHD IN INFORMATION SYSTEMS (BUSINESS PROCESS MANAGEMENT), QUT

MASTER OF PROJECT MANAGEMENT, UNIVERSITY OF SOUTHERN QUEENSLAND

BACHELOR OF BUSINESS ADMINISTRATION, NEAR EAST UNIVERSITY, CYPRUS

Check out CareerswithSTEM.com for more insights, information, inspiration and advice about Business Analyst careers!

Be an agent of change

Got a knack for problem solving and want to help businesses to expand and improve? Read on!

TOOLS OF THE TRADE

BUSINESS ANALYSTS USE A BUNCH OF COOL TOOLS AND TECHNOLOGY TO HELP COMPANIES GROW AND SUCCEED. HERE ARE 5 YOU MIGHT USE ON THE DAILY IN THIS GIG
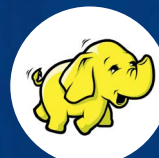
Banking on business analysis?
You could earn
$59K to $112K*
*Salary according to payscale.com

Tableau

#1

Data Visualisation Tools
Business analysts use these to turn complex data into simple and pretty charts and graphs. Examples include Tableau, Power BI, and QlikView.
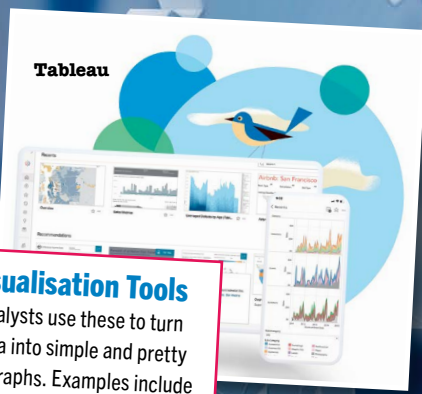
#2

Project Management Software
To stay organised and keep track of tasks and deadlines, business analysts use dedicated software, like Trello, Asana, and Jira.

#3

FINANCIALFORCE

Financial Modeling Tools
Business analysts use these tools to predict how much money a company will make. Examples include Excel, FinancialForce, and Adaptive Planning.

#4

Customer Relationship Management (CRM) Systems
These help business analysts understand their customers and track sales. Examples include Salesforce, Hubspot, and Pipedrive.

HubSpot CRM
There's a better way to grow.

#5

Data Analytics Tools
These help business analysts dig into big data and find patterns and insights. Examples include Hadoop, Spark, and KNIME.

Rankin' it

From entry level to the top jobs, these roles are where you might start – and end up – once you step into a BA career...

✔ **Business Analyst Trainee $58K**

✔ **Business Analyst Associate $62K**

✔ **Business Systems Analyst $84K**

✔ **Insights Analyst $126K**

✔ **Senior Business Analyst $88K**

✔ **Business Process Improvement Manager $95K**

✔ **Chief Information Officer $204K**

*Average salaries according to payscale.com

FAST FIVE

FUN FACTS FROM A REAL-LIFE BUSINESS ANALYST!

ANNA LADO JESSUP
BUSINESS ANALYST

Anna Lado Jessup wanted variety when it came to choosing her uni courses, so she opted for a Bachelor of Commerce (Accounting and Marketing). Accounting, inspired by her dad who was also an accountant, and marketing to scratch the creativity itch.

After graduating, Anna realised she didn't love the number crunching bit but did like sifting through info, auditing and working on processes for clients. Now, she's a senior product owner in the digital media publishing space and says her fave part of the job is "having the opportunity to work with cross functional teams – I'm constantly learning!" Here's what she wants you to know...

247
The number of BA graduate jobs up for grabs in Australia at the start of 2023 according to **seek.com**

1 Business analysts are the link between a business and its tech teams.

2 Each day is different.

3 Business analysts influence change in how a business operates – whether it be tactical, strategic or operational – and help end users adapt to that change.

4 The business analyst market is strong. Companies that are undergoing digital transformation need business analysts.

5 Every conversation is a learning opportunity. Have a natural curiosity about how processes work, how the business operates, who the key people are and be prepared to adapt."

Skills acquisition

Add these abilities to your personal data toolbox, pronto!

✔ **Conflict resolution**
✔ **Project planning**
✔ **Time management**
✔ **Team player**
✔ **Active listener**
✔ **Problem-solver**
✔ **Good communicator**
✔ **Adaptable**

DATA DRIVEN

DEMPSEY CURRIN DOESN'T REMEMBER NOT LOVING MATHS AND SCIENCE AT SCHOOL. BUT SHE ALSO KNEW SHE WAS NEVER GOING TO BE THE PERSON WHO JUST SAT IN A LAB

DEMPSEY CURRIN
BUSINESS ANALYST

GRADUATE BUSINESS ANALYST, AURIZON

VICE PRESIDENT, QUT WOMEN IN MATHS

BACHELOR OF BUSINESS / BACHELOR OF MATHEMATICS, QUT

When it came time to choose what she wanted to study after school, Dempsey had one clear idea: a degree and career in engineering. But soon she found she wasn't satisfied, so Dempsey took a year off, travelled and thought some more about what she really wanted to commit to.

After a year working on the Canadian ski slopes, Dempsey came back and applied for a Bachelor of Business at QUT and hasn't looked back. "The data analysis course in my first year was fascinating and left me wanting to know more," she says.

"It made me think that if I've always loved maths, why don't I study it and see where it can take me?" So Dempsey added a Bachelor of Mathematics at QUT as well.

Growing up in North Queensland, Dempsey didn't know anyone when she landed in Brisbane to start her studies, so she signed up for snowboarding (yep, QUT has snow-related clubs) and social sports, to break the, er, ice.

"It was a great way to meet people and stay active," she says.

Dempsey was reaping the benefits of studying at QUT in the classroom, too. "The best thing about my double degree was that assignments were applicable to real-world scenarios," she says. "I was able to solve problems for airlines, mines, bungee-jumping companies… you name it."

During her time at QUT Dempsey was also one of the first students to head up the QUT Women in Maths Club, taking on the vice president role in the group's inaugural year. "It was so beneficial to build my network and learn about different career paths," she says.

Her double degree has taken her all the way to Western Australia where she now works as a graduate business analyst at Australia's largest rail freight operator, Aurizon, after applying for a graduate role at both the Perth and Brisbane locations "on a whim".

"Brisbane was the obvious answer, but I was offered the position to start in Perth after I finished uni," Dempsey says, so she took it.

Dempsey now spends her days analysing data and presenting her findings to various stakeholders as part of the Careers in Action Program where she moves around different teams on six-monthly rotations. "Being a graduate for Aurizon, they prioritise having exposure to different parts of the business, so I have been lucky enough to visit our frontline workers in some of our regional depots in both WA and Queensland."

Her advice to students on the BA trail? "Don't study something purely because someone else has told you to," she says. "There are plenty of degrees that will equip you with the skills to secure a position as a business analyst." – *Pippa Duffy*

"THE BEST THING ABOUT MY DOUBLE DEGREE WAS THAT ASSIGNMENTS WERE APPLICABLE TO REAL-WORLD SCENARIOS"

A day in the life of a...
BUSINESS ANALYST

Parth Vijaydhar's job is to help different teams learn about innovative solutions to improve systems within the transport industry — and he loves it!

After school, Parth dipped his toe in the waters of his future career with a Cert III in information and digital media technology. Hooked, he signed up for a Bachelor of Information Technology (Information Systems) at QUT.

"I found university to be personally rewarding and it also gave me other skills I use each day in my job. I learnt skills like writing, time management, working in a team and how to talk to all different types of people, from professors to other students," he says.

Parth's hard work and qualifications paid off, and in his last year of uni he landed a job with the Department of Transport and Main Roads (TMR) as a graduate business analyst, where he's been for the last year.

"There are so many things I like about my job," he says. "I've got some great mentors and managers who are always supportive and they always try to match my work activities to things I'm really passionate about."

The coolest project Parth has worked on so far? Robots and how they process info that can help departments within TMR.

"A typical day usually differs from day-to-day which gives me variety and keeps me interested," he says.

> ❝ I'VE GOT SOME GREAT MENTORS AND MANAGERS WHO ARE ALWAYS SUPPORTIVE❞

Here's a snapshot...

5.45am
Wake up and get ready for work.

7am
Catch public transport to the office in the city.

8am
Arrive at the office, set up and plan my day.

8.20am
Catch up on emails.

9am
Quick coffee and snack with my team.

9.30am
Daily team huddle where we plan our work for the day and raise any questions.

10am
Work on tasks using Miro (whiteboard tool) to visualise business processes or design virtual workshops.

11am
Meetings with stakeholders, review the business processes I've developed in Miro.

12.30pm
Lunch with the team.

1pm
Spend the afternoon creating demos of cool robot tech that can mimic a person completing their task on the computer. I want to show leaders in the organisation its capability.

2:15pm
Send follow-up emails after stakeholder meetings.

3pm
Coffee time!

3:30pm
Work on any tasks passed down from my manager, until finishing up at about 4.30pm.

4:30pm
Finish up work. Clean up my working area and pack up ready to catch my bus.

5:30pm
Grab a snack at home then head to the gym.

8pm
Dinner and chores or watch Netflix for the evening!

GRADUATE BUSINESS ANALYST, DEPARTMENT OF TRANSPORT AND MAIN ROADS, BRISBANE

INTERN / CLIENT LEAD, BRISBANE BUS LINES

BACHELOR OF INFORMATION TECHNOLOGY (INFORMATION SYSTEMS), QUT

CERTIFICATE III INFORMATION AND DIGITAL MEDIA TECHNOLOGY, QUEENSLAND ACADEMY OF TECHNOLOGY

Get the job!

Start your career as a business analyst right here…

STEM support
Check out the Careers with STEM + Business page for all the intel on what your future could look like in the BA space…
bit.ly/cws_business_

COURSE LIST

Thinking the BA life could be for you? Here's what to scope when choosing your subjects – from high school to uni – and other courses to look into along the way…

High school
- Commerce
- Business Studies
- Multimedia
- iSTEM
- Maths
- Legal Studies
- Economics
- Design & Technology

Uni
- Bachelor of **Business**, QUT
- Bachelor of **Business** / Bachelor of **Data Science**, QUT
- Graduate Certificate in **Business Analysis**, QUT
- Bachelor of **Business (Accounting)**, QUT
- Certificate IV in **Business Operations**, TAFE
- **Strategic Business Analysis Essentials**, LinkedIn Learning
- **Business Process Data Analytics Course** at QUTeX
- **Professional executive education**
- IIBA Certification, **International Institute of Business Analysis**

SCOPE THE SOCIALS

Hit follow on these peeps for the latest in BA trends and (let's be honest) fun memes!

- Anita Tech & Lifestyle **@techgalanita**
- Leapfrog Technology **@lifeatleapfrog**
- Business Analyst Life / blogger **@business_analyst_life_**
- Business Analyst Grp **@ModernAnalyst**
- International Institute of Business Analysis **@IIBA**

RESUME REFRESH

Study options to think about: ✔
Biz course lined up: ✔
Skills to go with your degree: ?

We've got you covered. See below for the skills you can start prepping now, while you work towards graduation.

Applying for a job in: Media
Add to your resume: excellent people skills, can meet a deadline, good communicator (written and verbal)

Applying for a job in: Consultancy
Add to your resume: excellent organisational and problem-solving skills, systems oriented

Applying for a job in: Environment
Add to your resume: capable of performing risk assessment, solutions driven, solid understanding of 'green' regulations and renewable energy

Applying for a job in: Finance
Add to your resume: solid understanding of data and reporting processes as well as market status, strong tech, forecasting and strategic thinking skills

Applying for a job in: Accounting
Add to your resume: strong skills in identifying business opportunities as well as risks and impacts, excellent project management and data reporting ability

Applying for a job in: IT
Add to your resume: business planning, systems testing and gathering information skills, forecasting products and services

Applying for a job in: Retail
Add to your resume: excellent customer service skills, ability to recognise trends and analyse data on buying patterns, liaising with clients

CAREERS withSTEM