



## DUBLIN CITY UNIVERSITY

### OFFICE OF THE VICE-PRESIDENT ACADEMIC AFFAIRS (REGISTRAR)

#### BUSINESS ANALYST, ACADEMIC SYSTEMS UNIT

##### Permanent Contract

#### General Information

Dublin City University is a dynamic and innovative institution that is distinguished both by the quality and impact of its graduates and by its focus on the translation of knowledge into societal and economic benefit. Excellence in education and research has led to DCU's consistent ranking among the world's leading young universities. Having grown its student population by more than 50% in the past five years, DCU is Ireland's fastest growing university and today hosts more than 17,000 students across its three academic campuses (DCU Glasnevin Campus; DCU St. Patrick's Campus; DCU All Hallows Campus).

#### Academic Systems

Reporting to the Academic Secretary, the recently established Academic Systems unit supports the Vice President Academic Affairs (Registrar) in exercising strategic ownership and oversight of core business solutions that are integral to the academic business of the University. Working closely with colleagues in Information Systems and Services and relevant business areas across the University, the unit complements and enhances existing business solutions and process expertise, giving particular consideration to business needs, the optimisation of business solutions and related process improvement.

In the context of its five year strategic plan, *Talent, Discovery and Transformation 2017-2022*, DCU has recently embarked on a process to procure a cloud based Student Information System (SIS) to support our objectives as a globally engaged university. The SIS Programme has a key role to play in the achievement of the University strategic goals, leveraging the affordances of digital technology and systems integration to enhance the experience of both students and staff, and facilitate operational excellence. The Academic Systems unit will ultimately assume responsibility for the solution to be implemented and, more immediately, will actively contribute, together with other key stakeholders, to the SIS Programme, which is a significant change programme for the University.

#### Overview of the Role

Working as part of a team, the Analyst will be responsible for the maintenance and enhancement of the core University business solutions that lie within the remit of the Vice President Academic Affairs (Registrar), currently, the student information system, and the lecture timetabling and room booking system. The Analyst will be expected to acquire in-depth knowledge of the core business solutions that the Unit supports. Liaising closely with relevant IT colleagues and business units, s/he will be responsible for the specification and implementation of business solutions changes and upgrades, and associated

process improvements, and will support the introduction of new or replacement business solutions, if/as needed.

### **Duties and responsibilities**

Reporting to the Head of the Unit, the Analyst will:

- Possess or acquire expert knowledge of the business solution(s) for which the Unit is responsible, their role within / relationship with the University's enterprise architecture, as well as the processes they support
- Provide comprehensive second level support in respect of the business solutions for which the Unit is responsible, working closely with users and IT colleagues to resolve issues that arise
- Identify, articulate and implement opportunities for business integration, business process automation, increased efficiency and innovation, liaising with IT colleagues and providing advice and support to relevant business units in relation to same
- Liaise closely with IT colleagues and/or vendors, as well as with all relevant stakeholders (business solutions owners and users) to continually improve business processes and optimise the use of business solutions
- Develop and maintain quality procedures and related documentation
- Keep abreast of technical and industry developments, evolving practice and best practice in relation to business solutions of relevance to Higher Education
- Assume responsibility for the gathering and documentation of business requirements, the review and approval of technical specifications in conjunction with IT colleagues, the development of test scripts, and the provision of training
- Contribute to and, where appropriate, lead project teams to enhance, upgrade or otherwise modify core University business solutions and related processes within specified timeframes and to budget, assuming responsibility for the development, monitoring and adjustment of related project plans
- Represent the Unit and/or University in relevant external fora, as directed by the Academic Secretary, or nominee
- Any other duty which may be assigned from time to time by the Academic Secretary, or nominee.

### **Qualifications, experience and skills required**

Applicants for the post must possess a primary degree, preferably in Information Technology, Computer Science or other relevant field, together with a minimum of three years relevant work experience, which should ideally include experience in the specification, procurement, and implementation of business solutions in a third level environment. The ability to work independently, to exercise judgement and to challenge positively while working collaboratively with a variety of stakeholders is essential. Applications from candidates with experience in the use of and/or certification in project management and/or process improvement methodologies such as Prince2, Six Sigma, Lean or Agile would be welcome.

Applicants should possess the following:

- A demonstrated aptitude for process and solution evaluation, and configuration
- An appreciation of information technologies, in particular, the following: relational databases, internet technologies, workflow, process redesign, software development tools and technologies and systems' integration techniques.
- An understanding of the software development lifecycle, and an appreciation of enterprise architecture

- An understanding of academic or other complex administrative processes and related supporting technology
- The ability to lead and manage project teams, the membership of which is drawn from across the University community
- Excellent interpersonal and communications skills (written and oral).

**Salary scale:** €47,988 - €64,894 (Senior Administrative Assistant II)

Appointment will be commensurate with qualifications and experience and will be made on the appropriate point of the salary scale in line with current Government pay policy.

**Closing Date:** 25<sup>th</sup> May 2018

**Informal enquires:** Informal enquiries should be directed to Pauline Mooney, Academic Secretary, DCU: [pauline.mooney@dcu.ie](mailto:pauline.mooney@dcu.ie).

**Application Procedure:** Application forms are available from the DCU Current Vacancies (open Competitions) website at <http://www.dcu.ie/vacancies/current.shtml> and also from the Human Resources Department, Dublin City University, Dublin 9. Tel: +353 (0) 1 7005149.

**Please clearly state the role that you are applying for in your application and email subject line: #877 Business Analyst, Academic Systems.**

Applications should be submitted by email to [hr.applications@dcu.ie](mailto:hr.applications@dcu.ie) or by Fax: +353 (0)1 7005500 or by post to the Human Resources Department, Dublin City University, Dublin 9.

Human Resources Department, Dublin City University, Dublin 9. Tel: +353 1 700 5149;

Fax: +353 1 700 5500 Email: [hr.applications@dcu.ie](mailto:hr.applications@dcu.ie)

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